

CA Common Services 14.1
CA RS 1503 Service List

| Release | Service | Description | Type |
|--|---------|---|-----------|
| 14.1 | RO66074 | SPECIAL CHARACTERS LEAD TO SERVICE DESK LOGIN FAILURE | PTF |
| | RO74389 | UNEXPECTED RC8/DRC20 ON A CCI REQUEST TO ACTIVE SYSTEM | ** PRP ** |
| | RO75978 | STORAGE ACCUMULATION IN CCI ASSURED DELIVERY LEADS TO S878 | PTF |
| | RO77244 | UPDATE SUPPORT FOR INTERNATIONAL CHARACTERS IN SERVICE DESK | PTF |
| | RO78090 | DEPLOYMENT FAILURE USING CSM 6.0 | PTF |
| The CA RS 1503 service count for this release is 5 | | | |

CA Common Services
CA RS 1503 Service List for CAW4E10

| FMID | Service | Description | Type |
|---|---------|--|-----------|
| CAW4E10 | RO74389 | UNEXPECTED RC8/DRC20 ON A CCI REQUEST TO ACTIVE SYSTEM | ** PRP ** |
| | RO75978 | STORAGE ACCUMULATION IN CCI ASSURED DELIVERY LEADS TO S878 | PTF |
| The CA RS 1503 service count for this FMID is 2 | | | |

CA Common Services
CA RS 1503 Service List for CBUJE00

| FMID | Service | Description | Type |
|---|---------|----------------------------------|------|
| CBUJE00 | RO78090 | DEPLOYMENT FAILURE USING CSM 6.0 | PTF |
| The CA RS 1503 service count for this FMID is 1 | | | |

CA Common Services
CA RS 1503 Service List for CDYFE10

| FMID | Service | Description | Type |
|---|---------|---|------|
| CDYFE10 | RO66074 | SPECIAL CHARACTERS LEAD TO SERVICE DESK LOGIN FAILURE | PTF |
| | RO77244 | UPDATE SUPPORT FOR INTERNATIONAL CHARACTERS IN SERVICE DESK | PTF |
| The CA RS 1503 service count for this FMID is 2 | | | |

CA Common Services 14.1
CA RS 1503 - PTF RO66074 Details

| Release | Service | Details |
|---------|---------|---|
| 14.1 | RO66074 | <p>RO66074 M.C.S. ENTRIES = ++PTF (RO66074)</p> <p>SPECIAL CHARACTERS LEAD TO SERVICE DESK LOGIN FAILURE</p> <p>PROBLEM DESCRIPTION:</p> <p>When CAISDI attempts to log in to CA Service Desk to open a ticket for an exploiting CA product, the login fails if there are characters like '&' or '<' in the login information. This failure occurs because these characters are not allowed in the XML parser, which returns an SAXParseException. To prevent this exception, these characters must be represented as their appropriate escape sequences. When this PTF is applied, CASOAPE will add necessary escapes to the login information.</p> <p>SYMPTOMS:</p> <p>SAXParseException in CASOAPE LOGFILE.</p> <p>IMPACT:</p> <p>CA Service Desk login fails.</p> <p>CIRCUMVENTION:</p> <p>Escape sequences can be included in the username and password for CAISDI.</p> <p>PRODUCT(S) AFFECTED: Service Desk Simple Object Access Pro Release 14.1</p> <p>PROBLEM RESOLUTION:</p> <p>Deploy CAW0PLD, Refresh LLA if necessary, and restart CASOAPE.</p> <p>Star Problem(s):</p> <p>SOAPCL 19</p> <p>Copyright (C) 2014 CA. All rights reserved. R00257-AW0141-SP1</p> <p>DESC(SPECIAL CHARACTERS LEAD TO SERVICE DESK LOGIN FAILURE).</p> <p>++VER (Z038)</p> <p>F MID (CDYFE10)</p> <p>SUP (TR66074)</p> |

CA Common Services 14.1
CA RS 1503 - PTF RO74389 Details

| Release | Service | Details | | | | |
|--|--------------|--|--|--------------|--|--------------|
| 14.1 | RO74389 | <p>RO74389 M.C.S. ENTRIES = ++PTF (RO74389)</p> <p>UNEXPECTED RC8/DRC20 ON A CCI REQUEST TO ACTIVE SYSTEM</p> <p>PROBLEM DESCRIPTION:</p> <p>Under unknown conditions, the CCI PATH definition for an active CCITCPGW/SSLGW connection is deleted. The CA-Product that issues the request will encounter a failure although the connection appears active.</p> <p>Additionally, this PTF will provide a detection mechanism that will generate an SVCDUMP, then dynamically correct the situation should it arise again in the future.</p> <p>The dump title will be: CCI GW DIAGNOSTIC SVCDUMP</p> <p>Additional Corrections:</p> <ol style="list-style-type: none"> 1) SET LE options TRAP(ON) and ALL31(ON) 2) Correct a problem where line breaks are not reconnected. <p>SYMPTOMS:</p> <p>CA-Solution indication of a CCI connection problem between adjacent systems although the connection appears active. The CA-solution may display RC=8/DRC=20 from the CCI request</p> <p>IMPACT:</p> <p>CA Product inter-system communications will not work.</p> <p>CIRCUMVENTION:</p> <p>Recycling the CCITCPGW/SSLGW address space, or recycling the connection via F CCITCPGW,DISC,sysid / F CCITCPGW,CONN,sysid may provide temporary relief.</p> <p>PROBLEM RESOLUTION:</p> <p>Deploy updated CAW0PLD and CAW0LOAD, refresh LLA if necessary and restart the ENF address space</p> <p>PRODUCT(S) AFFECTED:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">Common Communications Interface with SSL</td> <td style="text-align: right;">Release 14.0</td> </tr> <tr> <td>Common Communications Interface with SSL</td> <td style="text-align: right;">Release 14.1</td> </tr> </table> <p>Star Problem(s): CCIMVS 1082</p> <p>Copyright (C) 2015 CA. All rights reserved. R00319-AW0141-SP1</p> <p>DESC(UNEXPECTED RC8/DRC20 ON A CCI REQUEST TO ACTIVE SYSTEM). ++VER (Z038) FMID (CAW4E10) PRE (RO43788 RO65568) SUP (AR61526 AR65223 AR65568 RO47053 RO49720 RO54035 RO54318 RO57149 RO57403 RO60196 RO61290 RO61526 RO64943 RO65223 RO71715 TR47053 TR49720 TR54035 TR54218 TR54318 TR55953 TR57149 TR57403 TR60196 TR60726 TR61290 TR61526 TR64943 TR65223 TR67656 TR69607 TR70156 TR71715 TR74389)</p> | Common Communications Interface with SSL | Release 14.0 | Common Communications Interface with SSL | Release 14.1 |
| Common Communications Interface with SSL | Release 14.0 | | | | | |
| Common Communications Interface with SSL | Release 14.1 | | | | | |

CA Common Services 14.1
CA RS 1503 - PTF RO75978 Details

| Release | Service | Details |
|---------|---------|---|
| 14.1 | RO75978 | <p>RO75978 M.C.S. ENTRIES = ++PTF (RO75978)</p> <p>STORAGE ACCUMULATION IN CCI ASSURED DELIVERY LEADS TO S878</p> <p>PROBLEM DESCRIPTION:</p> <p>When CCI Assured Delivery is used to send data, the module CAS9CCI3 GETMAINS a small storage area. This module does not FREEMAIN the area before exiting, and storage accumulates in the exploiting product address space. This PTF will add the FREEMAIN to CAS9CCI3 prior to exit.</p> <p>SYMPTOMS:</p> <p>S878 abend</p> <p>IMPACT:</p> <p>Exploiting product must be restarted.</p> <p>Possible SVCDUMP.</p> <p>CIRCUMVENTION:</p> <p>None.</p> <p>PROBLEM RESOLUTION:</p> <p>Deploy updated CAWLOAD, refresh LLA if necessary and issue command ENF REFRESH(CAS9CCI3)</p> <p>PRODUCT(S) AFFECTED: Common Communications Interface with Release 14.0 Common Communications Interface with Release 14.1 CA Common Services for z/OS Release 14.0 CA Common Services for z/OS Release 14.1</p> <p>Star Problem(s): CCIMVS 1060</p> <p>Copyright (C) 2014 CA. All rights reserved. R00333-AW0141-SP1</p> <p>DESC(STORAGE ACCUMULATION IN CCI ASSURED DELIVERY LEADS TO S878). ++VER (Z038) FMID (CAW4E10) SUP (RO47006 RO51814 RO72289 TR47006 TR51814 TR72289 TR75978)</p> |

CA Common Services 14.1
CA RS 1503 - PTF RO77244 Details

| Release | Service | Details |
|---------|---------|---|
| 14.1 | RO77244 | <p>RO77244 M.C.S. ENTRIES = ++PTF (RO77244)</p> <p>UPDATE SUPPORT FOR INTERNATIONAL CHARACTERS IN SERVICE DESK</p> <p>PROBLEM DESCRIPTION: Currently, CA Soap uses the mainframe codepage IBM-1047 to convert XML data from EBCDIC to UTF-8. When CA Soap transfers the data from the mainframe to a CA Service Desk server on a distributed box, some of the characters may change unexpectedly. This problem occurs if configuration to the mainframe is done using a different codepage than IBM-1047, meaning the occurrence is more likely at an international site. This PTF will allow users to specify an alternate codepage in the CA Soap configuration, and CA Soap will use the specified codepage to convert the XML data for CA Service Desk, which will display all characters as intended.</p> <p>SYMPTOMS: Unexpectedly changed characters in CA Service Desk data.</p> <p>IMPACT: Characters in a service desk ticket created by a CA mainframe product are displayed differently on CA Service Desk.</p> <p>CIRCUMVENTION: None.</p> <p>PROBLEM RESOLUTION: Backup SOAPVARS. Deploy CAW0PLD and CAW0OPTV. Restore changes in SOAPVARS and update the variable LC_ALL. Restart CASOAPE.</p> <p>PRODUCT(S) AFFECTED: Service Desk Simple Object Access Protoc Release 14.1</p> <p>Star Problem(s): SOAPCL 20</p> <p>Copyright (C) 2015 CA. All rights reserved. R00336-AW0141-SP1</p> <p>DESC(UPDATE SUPPORT FOR INTERNATIONAL CHARACTERS IN SERVICE DESK). ++VER (Z038) FMID (CDYFE10) SUP (RO50738 TR50738 TR77244) ++HOLD (RO77244) SYSTEM FMID(CDYFE10) REASON (DYNACT) DATE (15012) COMMENT (</p> <pre> +-----+ Service Desk Simple Object Access Protoc Release 14.1 +-----+ SEQUENCE Before and After Deployment +-----+ PURPOSE The CAW0OPTV target library member SOAPVARS has been deployed and updated with the optional environment variable LC_ALL added. +-----+ USERS All users. AFFECTED +-----+ KNOWLEDGE TSO/ISPF REQUIRED +-----+ ACCESS Update access to deployed CAW0OPTV data set. REQUIRED +-----+ ***** * STEPS TO PERFORM * ***** Backup changes in SOAPVARS Deploy CAW0OPTV Restore changes and update optional variable LC_ALL= in SOAPVARS if a code page other than en_US.IBM-1047 is desired. </pre> |

CA Common Services 14.1
CA RS 1503 - PTF RO77244 Details

| Release | Service | Details |
|---------|---------|--|
| | |). LEPARM(NCAL,RENT,AMODE=31,COMPAT=PM3). |

CA Common Services 14.1
 CA RS 1503 - PTF RO78090 Details

| Release | Service | Details |
|---------|---------|--|
| 14.1 | RO78090 | <p>RO78090 M.C.S. ENTRIES = ++PTF (RO78090)</p> <p>DEPLOYMENT FAILURE USING CSM 6.0</p> <p>PROBLEM DESCRIPTION:</p> <p>XML compatibility error in CSM 6.0.</p> <p>SYMPTOMS:</p> <p>Unable to create SCS artifacts due to error.</p> <p>Message: An exception has occurred</p> <p>Message=:com.ca.mf20.sds.SDSBaseError: Error reading and parsing the configuration XML for the creation of the configuration unit template</p> <p>Attached Diagnostic Text:</p> <p>cvc-complex-type.2.4.a: Invalid content was found starting with element 'mcd-common:RegularExpression'. One of '{ "http://www.ca.com/mf20/mcd/ns/common":RegularExpressionChunks}' is expected.</p> <p>Error with file: CCS.V14R1I.CCCSXML(CBUJE00C)</p> <p>IMPACT:</p> <p>Unable to complete CSM Deployment.</p> <p>CIRCUMVENTION:</p> <p>None.</p> <p>PRODUCT(S) AFFECTED:</p> <p>CA-L-Serv Release 14.0</p> <p>Star Problem(s):</p> <p>LSERV 160</p> <p>Copyright (C) 2015 CA. All rights reserved. R00014-BUJ140-SP1</p> <p>DESC(DEPLOYMENT FAILURE USING CSM 6.0).</p> <p>++VER (Z038)</p> <p>FMID (CBUJE00)</p> <p>PRE (RO52802)</p> <p>SUP (TR78090)</p> |