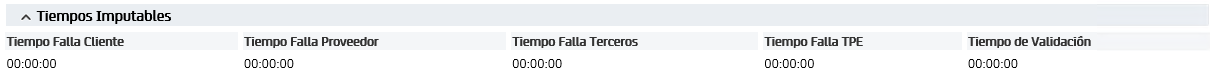
# CA SDM 17.2 with PAM 04.3.04 Integración

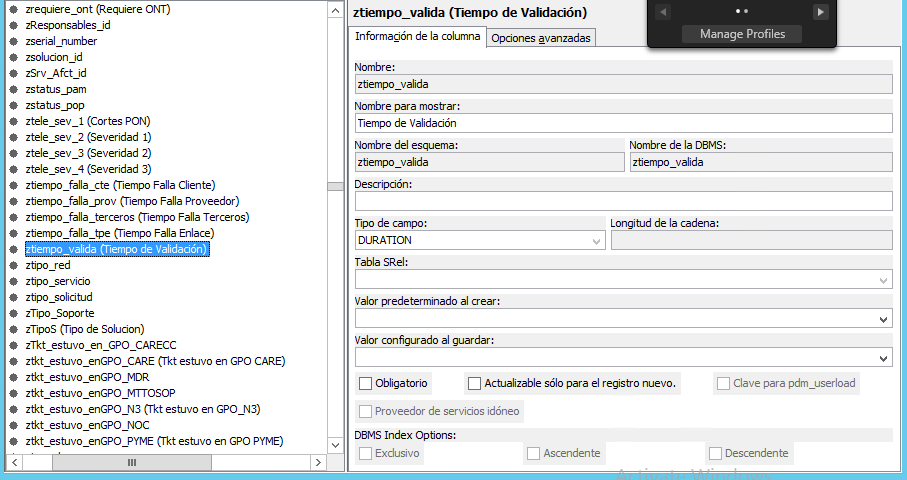
Hello everyone,

I comment you, that I am working with CA SDM and PAM.

We have already installed and configured the integration of CA EEM, SDM and PAM, without problems.

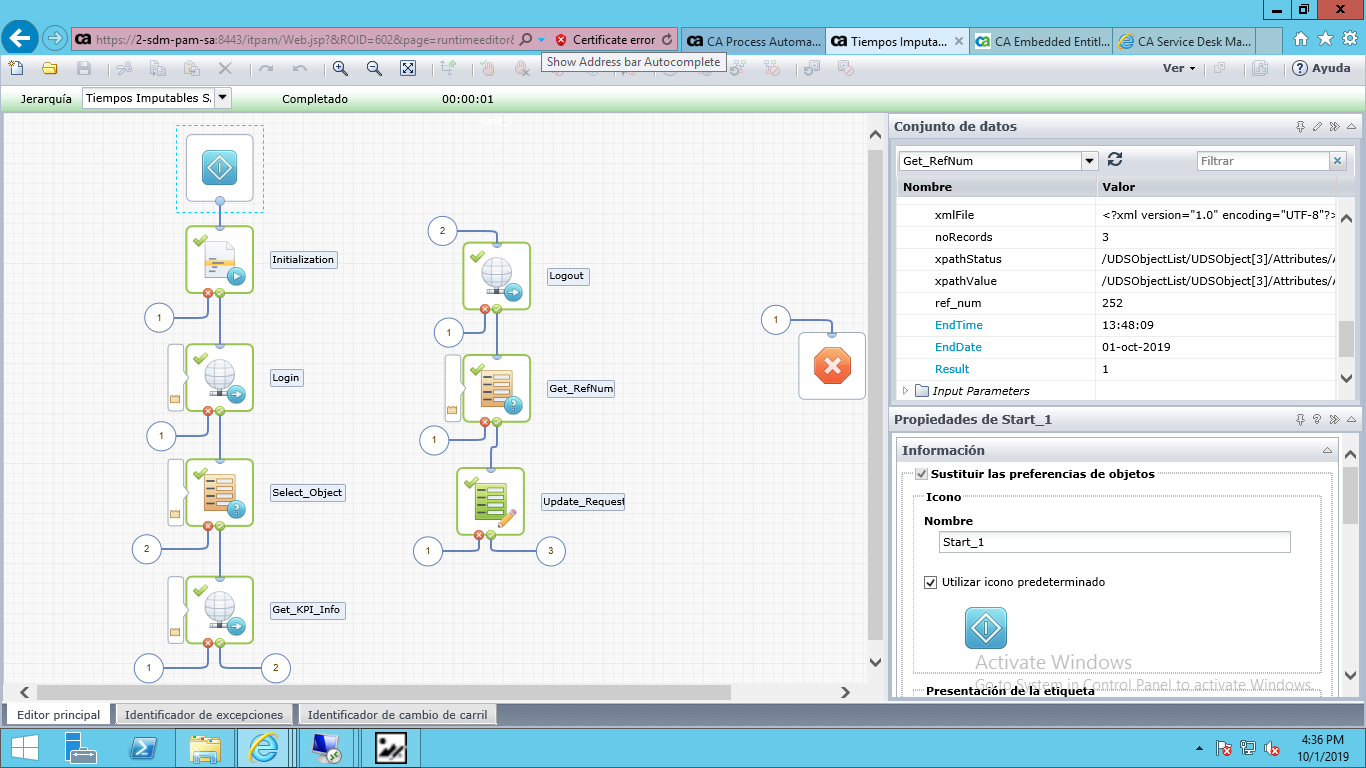
Currently, we have migrated a process that updates some Duration type fields in CA SDM, through an event that triggers when the ticket is passed to the status Resolved

1. Image: Fields in SDM
2. Image: Fields in

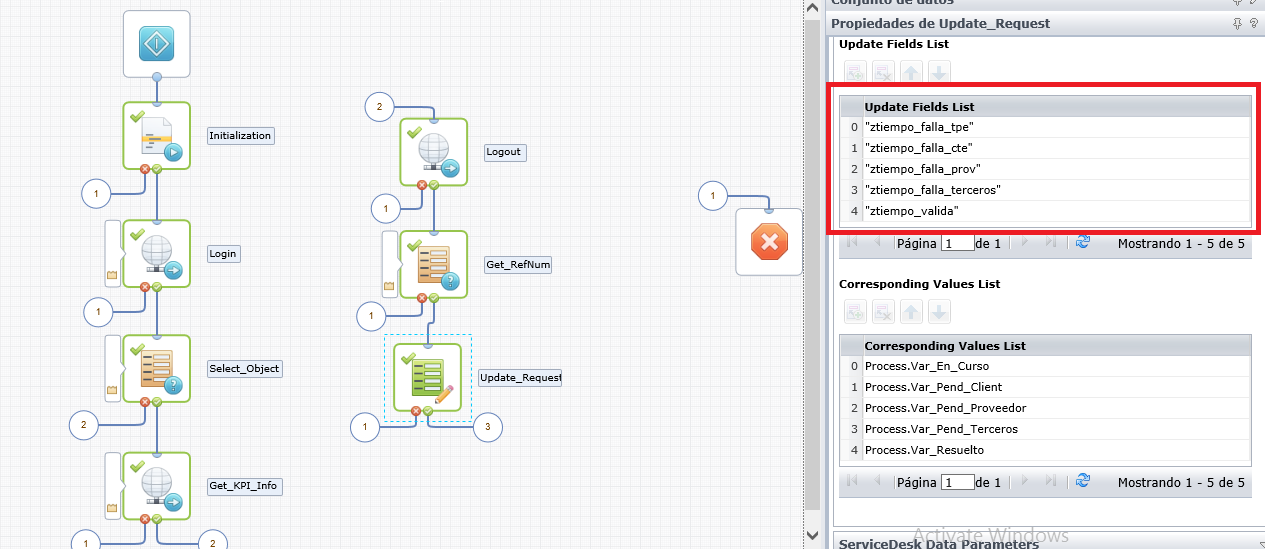


The problem we have is that the process does not show the calculation of the dates we need, even if the process ends successfully.

1. Image: Process



1. Image: SDM fields to update



It only shows zeros, when it must show the time it was in each status

