



November 2025

Angular Rewrite/Web Version

Major Release

Release Notes

14.3.1.x

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ServicePRO – November 2025 Release (Version 14.3.1.x) – Release Notes

ServicePRO November 2025 release is a major release for ServicePRO. With this release, ServicePRO is transitioned in to a complete browser-based web application that will run on all browsers and in all operating systems. In addition, the End user Functions are brought into the same Web Application.

The upgrade process for migrating to this new release version will be similar to any ServicePRO maintenance release update.

With this new version, it is NOT REQUIRED to install a desktop client on each of the support rep systems anymore. Support reps can run ServicePRO by browsing to a URL from a Web Browser.

1. Important Highlights of ServicePRO 14.3.1.x Version

- Browser based Web Application.
- Runs from desktops, tablets and mobile devices.
- Compatible with all browsers.
- Single Web application for both the privileged users' access and the end users' access – It's NOT REQUIRED to install 2 different web applications on your Web Server. ServicePRO 14.3.1.x version behaves as the End user Self Service Portal whenever an end user logs into the application. There are no changes in the end user functionality.
- Customizable color theme.
- No desktop Client application and No Silverlight Plug-In Dependency

2. General Updates

- **SQL Server Support Update:** If both SQL Server and Client machines are on different time zones, ServicePRO schedules will have time discrepancies. We strongly advise you to upgrade your SQL database server to SQL Server 2016 or a later version before updating to the November 2020 release or a later release. For more information about SQL versions supported, please refer to [ServicePRO Technical Specifications](#).
- Customer Authentication is now required to run ServicePRO updates. If you wish to perform the upgrade on your own, please contact ServicePRO Tech Support to receive the password.
- ServicePRO is now Azure compliant and works seamlessly with Azure cloud. You can now use your existing Azure subscription to host ServicePRO. If you are interested, please

contact ServicePRO Support Team for more information.

- **ServicePRO Web - Self-Service Portal**
 - It's no longer required to install "ServicePRO Web" for your customers' self-service. ServicePRO 14.3.1.x version behaves as the End user Self Service Portal whenever an end user logs into the application. There are no changes in the end user functionality.
 - If you require some time to transition your end users from using "ServicePRO Web" to the new ServicePRO application, you can opt to keep "ServicePRO Web". While upgrading to the 14.3.1.x version, you will be given the option whether to keep "ServicePRO Web" or not.
 - Detailed documentation for the "ServicePRO Web" is available on the ServicePRO Wiki: [http://www.servicepro.wiki/wiki/1133/servicepro-ServicePRO Web](http://www.servicepro.wiki/wiki/1133/servicepro-ServicePRO%20Web)
- ServicePRO is now compliant with Microsoft Entra ID [*previously called, Azure Active Directory*] and Multi-Factor Authentication. **Limitations:** Please check out the limitation listed at <https://servicedesk.servicepro.wiki/SiteSettings/Wiki/Index/1030?title=Active-Directory-Synchronization#Overview>
- From ServicePRO 14.2.22.x version on-wards, the Settings that are required for OAuth 2.0 Authentication in System Email Account setup, User Mail Server setup and Calendar Sync have been moved from the Configuration Files to the ServicePRO Application User Interface. So, whenever the Client Secret Key expires, you can take care of updating the same from the System Email Account Setup window, or the User Mail Server setting window or the System Options – Calendar Synchronization tab respectively on your own.
- From ServicePRO 14.2.22.x version on-wards, the Settings that are required for Microsoft Entra ID [*previously called, Azure Active Directory*] authentication have been moved from the Configuration Files to the ServicePRO Application User Interface. So, whenever the Client Secret Key expires, you can take care of updating the same from the Configure Active Directory Synchronization window on your own.

2.1. New Features

2.1.1. ServicePRO User Interface Rewrite with Modern Technology

With this major release, the entire User Interface for ServicePRO has been redeveloped using the Angular web application framework.

With the new user interface, being a complete browser-based web application, there are significant number of design changes and there are few documented limitations. Please refer to the following document for all the design changes and limitations with ServicePRO version 14.3.1.x - <https://servicedesk.servicepro.wiki/Attachments/Release%20Notes/ServicePRO-Angular-Rewrite-version14.3.1-Design-Changes-and-Limitations.pdf>

In addition, instead of having 2 separate web applications for Privileged Users and End Users, both the privileged user functionalities and end user functionalities are brought into a single web application.

- When an end user logs in, the application behaves as an End user Self Service Portal, with presenting the end user interface and end user functionality.
- When a privileged user logs in, the application behaves as a Support Portal / Administrative functions portal, with presenting the privileged user interface and privileged users functions based on the logged in user's privileges.
- When a privileged user logs in and the user is part of the team where Fast Mode is enabled, the application presents the Fast Mode interface with Fast Mode functionality.

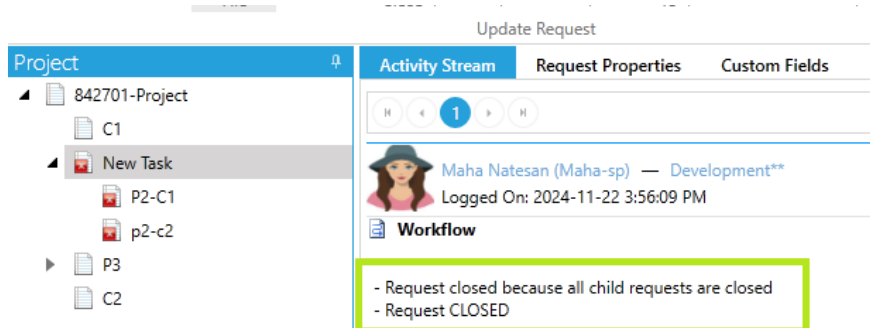
2.1.2. Option to Automatically close the parent request once all child requests are completed/closed

Whenever all the child requests in the Project is closed either manually or via business rule, ServicePRO facilitates to close the associated Parent request automatically, based on the new setting in System Options.

This feature can be enabled from the System options- General tab, by choosing the option 'Yes' for the field 'Close parent request(s) when all child requests are closed'.

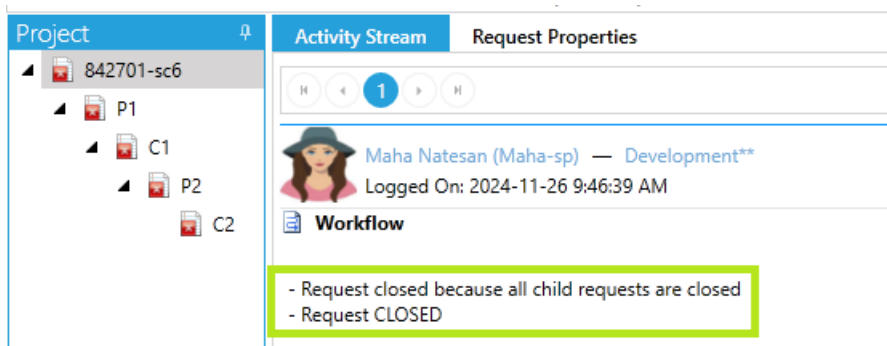
The screenshot shows the 'ServicePRO System Options' dialog box with the 'General' tab selected. The 'General System Options' section is visible. A note states: 'PLEASE NOTE: If this option is checked, it will reset all of the user's default service folders.' Below this, there is a checkbox for 'Disable 'My Default Service Folder' in User Options'. Further down, there is a section titled 'When a Parent request is closed with a memo update, populate the memo to all Child requests' with radio buttons for 'No' and 'Yes' (selected). At the bottom, there is a section titled 'Close parent request(s) when all child requests are closed' with radio buttons for 'No' and 'Yes' (selected). This section is highlighted with a green border.

Whenever a user closes the last child request in a hierarchy, then after saving the request, it will close the immediate parent request if it was not closed before, with the following workflow (private): **Request closed because all child requests are closed**
[No user confirmation prompt will be provided at this point, because the process of automatic parent request closure will happen in the backend]



If/When the immediate parent request is closed, it will further go to the upper hierarchy, and closes the immediate parent above, and does the same thing until it reaches to the top of the hierarchy. [With adding the workflow (private): **Request closed because all child requests are closed**]

[No user confirmation prompt will be provided at this point, because the process of automatic parent request closure will happen in the backend]



Note on Exception Cases:

1. If the parent request is sitting in a folder which does not allow the closed request, then it will not close the parent request and will not go further up in the hierarchy, in order to close the parent requests up in the hierarchy.
2. If the current user does not have permission to close the parent request, then it will not close the parent request and will not go further up in the hierarchy, in order to close the parent requests up in the hierarchy.

2.2. Add-On Feature Enhancements

The following features in the product are available based on custom request(s). Please contact our ServicePRO Customer Support Representatives if you are interested in these add-on features.

****Additional charges apply for enabling these features**

- **Customized Rating Survey** - A feature to facilitate rating of the Service Requests with Customized feedback questions has been implemented. While performing "Approval Rating" process, the requester will be prompted to answer additional questions, including the existing timeliness rating, quality rating and approval memo.

- **Integration with JIRA** - ServicePRO integrates with JIRA using the Zapier platform and ServicePRO JIRA Plug-in. Workflows introduced through this integration are as follows:
 - i. Creation of a new JIRA issue when a ServicePRO request is placed in a specific queue.
 - ii. Two-way memo updates syncing between ServicePRO request and JIRA Issue.
 - iii. Closing of the corresponding ServicePRO request when a JIRA issue is closed.
- **Best Solution Request for Publish, Review and Rating** - Feature to Review and Rate Best Solutions is available as a separate add-on. This feature allows privileged users, ends users, or both to rate and review published best solution articles. The feature to facilitate the Support reps to 'Request for Publish' a Best Solution has also been implemented in ServicePRO and ServicePRO Web as an add-on. This allows support reps to request a solution to be published by an Administrator in ServicePRO, which is the only role that can publish a draft solution. Another option, which separately tracks hits on a Solution by End users and Privileged users has been implemented as part of this add-on as well.
- **Attachments Extraction Utility** - A utility to extract and export all the attachments from ServicePRO is available.

3. Bug Fixes

3.1. Service Requests/Project Requests/Quick Requests

- Whenever a user replies via email to the Service Request Automatic Email notification, the CC users will no longer get duplicated in the CC Recipients list and hence, the future automatic email notifications will not be sent multiple times to the CC list users in the request
- When the option Processing CC'ed User when creating a request" = "Do not create user" is selected in the System Email Account setting, if the user cc'ed in the original email submitted for ServicePRO email processing is present in ServicePRO, then the user will be included in the CC Recipients List if Service Request Automatic Notification is enabled.
- An issue with slowness in loading of Social - Send Email dialog has been resolved.

3.2. Custom Forms

- An issue with the loading of custom fields, when the Graphical Element or Image field had spaces or special characters has been resolved.

3.3. Data Analytics

- A bug where the Custom Summary Timesheet Report produced incorrect Grand Total results when previewed directly was resolved

3.4. RBAC

- The validation message that notifies that you cannot take away Support Rep Role for the support reps used in certain rules, project templates, etc. has been improved to show the affected support rep name(s).

3.5. System Email Account

- An issue where it was not allowing to connect to Office 365 System Email Account (OAuth 2.0), while using Azure Government Cloud has been resolved.

3.6. Business Rules

- A bug where the existing Email Notification Templates Preview was not showing the scroll bar to see all the rules the template the template is used in, has been resolved.

3.7. Fast Mode

- Support Reps will be able to view documents from Service Requests in Fast Mode.
- Fast Mode Service Request Listing will show the Priority column in addition to the Priority colour indicator so that the user will be able to use screen reader to determine the priority.
- Asset field will be displayed for fast mode user in Request Detail view when trying to update the request in the fast mode.

3.8. ServicePRO Web API

- The POST / PUT / PATCH Service Request API methods have been enhanced to accept the HTML memo as a parameter for sending in Formatted memo with Embedded Image in Base64 format
- The PATCH Service Request API call will no longer remove the CC List and Mail account details in the ServicePRO Request Automatic Notification.

4. Known Issues

ServicePRO 14.3.1.x version has some known issues that will be fixed in the next release of ServicePRO. Please find below the list of the known Issues that will be fixed in the next version –

1. In the Custom Form designer, when you had selected a drop-down field or a Radio button field that has default value property set and then navigate to another drop down field or a Radio button field that does not have default value set, it shows the default value of the previously selected drop down field. This does not affect the data stored in the default value, it's just a UI Issue.
2. In the Custom Form designer, if you have set FRX field for a field but missed to set either a FRX Visibility rule or a FRX Validation rule, the displayed validation message does not give the exact name of the field. The user needs to check each of the fields in the form to find the field which is missing the FRX Dependency rule.
3. In the Custom Form Designer, if you remove the previously set default value set in a field (i.e.) reset the default value in a custom field, it throws error.
4. In the Custom Form Designer, if FRX Visibility rule contains more than one DOES NOT Contain condition, as opposed to applying "AND" operator between the conditions, "OR" operator is getting applied.
5. In Data Analytics – Charts, Drill down for some of the Charts are not working correctly.
6. With ServicePRO global search, for exact phrase search using double quotes, there are some known issues when clicking on the header on the search results.
7. In the Emails& Communications List, when you multi-select rows by using Ctrl+Click, then the delete operation works fine. When you use Shift Key to multi-select, then the delete operation does not work.
8. Short Cut keys do not work as per the VPAT Guidelines.