



December 2014

Maintenance Release

Release Notes

14.0.76.5

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ServicePRO – December 2014 Release – Release Notes

1. Enhancements / Notifications

i. Download Preparations

Download preparations that occurred one time per screen have been optimized.

NOTE: Please advise all users to clear their browser cache when ServicePRO is updated to this release version.

ii. Google Chrome Support

Google Chrome is phasing out support for NPAPI, including the Microsoft Silverlight plugin. ServicePRO will not be supported out-of-the-box with latest versions of Google Chrome. However, ServicePRO will continue to work with Internet Explorer and other supported browsers. For more information please visit: <http://www.chromium.org/developers/npapi-deprecation>

iii. ServicePRO Help Documentation

ServicePRO Help Documentation is being replaced with Show Me Videos and Learning Series. These will be available on our customer support website at: <http://www.servicepro.support>

iv. Enhancements to Purge By Folder Functionality

Once user confirms the purge operation, the Purge window will be closed and the purge operation will be submitted to the server for running in the background. There will be no UI confirmation given on completion of the operation.

Purge status can be checked in PurgeStatus.txt log file created in Logs folder. In this log file, statistics on how many requests have been purged and how many are still pending will be displayed.

The default SQL time out for this operation is 3600 seconds (1hour). If the initiated purge operation doesn't complete within an hour (as can be checked in the PurgeStatus.txt log file), the timeout can be increased by specifying a higher timeout in the tblOptions record for OptionId = 16823. The time required for the pending requests for purging can be computed from the first 1 hour purge statistics. ServicePRO Support can be contacted to increase this timeout value in tblOptions table.

v. Design Changes

Administrator cannot deactivate a Default Dispatch Folder for a Service Center.

A default dispatch folder set for a Service Center cannot be set to 'Un-Default' unless another dispatch folder is set as Default.

2. Client Bug Fixes

2.1. Service Requests, Project Requests, Quick Requests, Workspace & other Views

- Email Preview from Service Request Activity Stream loads fine with Mac OS.
- Send Email function doesn't add an unwanted empty line in the Body
- Application doesn't crash/freeze when Memo Template option is double clicked in Service Request Update.
- HTML tags entered in the message body of the Reminder notification properly displays in the Activity Stream.
- While performing 'Edit Memo' operation, the change made to the 'Private Memo' flag works as expected.
- Merging requests to a Project tree with 2000+ child requests works as expected.
- Customizing 'In Service' in Workspace view works as expected.
- Workspace Tree pane width can be manually adjusted using the splitter.
- Navigating through child requests within a Project tree is reflected in the Tab title.

2.2. ServicePRO Objects

- Product and Manufacturer selection will be retained correctly while creating a new asset.
- Add Attachment option will be available only from Edit Company function, not from Properties view.
- Exporting object properties doesn't add any html tags at the end of each line.
- After adding a new user from the Manage User form, the list is refreshed correctly to show the newly added user.
- After updating roles assignment for a user from the Manage User form, the list is refreshed correctly according to the originally set Selection Criteria.

2.3. Assets/Configuration

- In the Discovered hardware view, Properties tab opens correctly for selected workstation.
- In the Discovery Schedule, the Workstations loaded for the selected domain are sorted and displayed.

2.4. Administration / Configuration

- While updating System Email Accounts, the Block List will no longer reset.
- Sub organizational units are now shown for selection while choosing default organizational unit in Active Directory configuration.
- In RBAC, all subfolders under Service Centers are shown correctly.
- In Single Division, 'Assign Rep to Queues' allows you to assign a support rep inbox to other support reps.

- User Options will get saved successfully even if Email Settings do not pass the validation – All email settings except the mail server selection will be retained – Mail server will be set to 'No Server Selected' – the user can go back and change the email tab settings when he is ready.

2.5.Purchasing

- While receiving multiple assets, changing the name of the assets is not allowed. The asset name can be modified from Update Asset function.

2.6.Query Designer

- In the Query Results Grid, Time Statistics fields are fixed to display the time correctly when the DB Server and Client machine are on different time zone.
- In the Selection Criteria window, removing one condition will automatically select the next condition in the list.

2.7.Reports, Charts, Dashboard

- The Chart reloads fine if the filters are updated and saved.
- In the SLA Response By Queue Chart, only the requests that have actually breached SLA are shown as breached – The requests with zero response time are not shown as breached.
- Issues with email templates deletion in 'Schedule and Email' Custom Report function has been resolved.
- If a Custom Report is scheduled for automatic emailing with 'No End Date' set in the schedule, the option gets saved correctly and retained instead of reverting to 'End By: 12/31/9998'.
- Custom Asset Cost Summary Report and Asset Cost Detail Reports with Asset Allocation filter works as expected.

2.8.Object Designer / Custom Fields Editor

- With Copy/Paste Field Function, the Font properties are retained in the pasted field.
- The following special characters are not allowed in the custom object name as per the standard naming conventions: " * / : < > ? \ |
- While performing 'Save As XML' operation for the existing Custom Objects with the names containing these special characters, the special characters will be removed in the default destination XML filename.
- Deleting Default value for Text and Hyperlink Custom Fields will be reflected in the field display content in the object designer.

2.9. Project Template Designer

- In Project templates, if the Child tasks inherit the location (queue) from the parent, 'Assign Work' and 'Responsibility' drop downs are no longer greyed out

2.10. Rule Designer & Rule Service

- Business Rule Notification that Contains First Memo / Last Memo Variable is no longer dropping Carriage Returns on Email.
- Custom fields node in the Subject/Body variables for Notification templates are loading fine when the Workflow tab has a custom service request type selected.
- Request Types showing up fine in the 'Request Type' drop down in Business Rule Workflow When Queue Location is Set to Unchanged and User Has Full Permissions in RBAC

NOTE: This release also covers client-specific fixes not noted in this document. Clients will be notified of client-specific fixes that pertain to them.