SERVICEPRO

November 2015
Maintenance Release

Release Notes

14.2.1.12

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ServicePRO – November 2015 Release – Release Notes

1. Notifications

- Google Chrome is phasing out support for NPAPI, and subsequently, Silverlight plug-in support. As a result, ServicePRO will not be supported out-of-the-box with latest versions of Google Chrome starting January 2015.

    o For more information on NPAPI depreciation, please consult:

    http://www.chromium.org/developers/npapi-deprecation

    o ServicePRO will continue to work properly with Internet Explorer and other supported browsers.

- ServicePRO Help Documentation has been replaced with:

    o Show Me Videos, embedded in the application

    o The ServicePRO Wiki, available at:
    http://www.servicepro.wiki/

Note to System Administrators:

A recent optimization in Starwatch Service and Rule Service necessitates the following:

- When any changes are made to an existing System Email Account, Starwatch Service and Rule service should be restarted in order for the changes to take effect.

- When any changes are made to the System Text Messaging account, Starwatch Service and Rule service should be restarted in order for the changes to take effect.

- Please advise all users to clear their browser cache whenever ServicePRO is updated to this release version.

2. ServicePRO Webtop

ServicePRO Webtop Technology comprises the same features and functionality of the browser edition, but does not rely on a browser to run.

ServicePRO Webtop is still a web application, so it is a desktop app that communicates with a remote ISP server that connects to an SQL server.   Speed and functionality will not be sacrificed – users only gain the ability to run ServicePRO like you would a native Windows application.

The ServicePRO Webtop window does not have an address bar, leaving more room for the web application itself. You can also pin it to your taskbar or your start menu as you would native apps.

- Detailed User Guide documentation on setting this up is available at ServicePRO Wiki:

    http://www.servicepro.wiki/Attachments/Documents/ServicePRO_Webtop_Setup_User_Guide_07-20-15.pdf

3. Updates and Enhancements

3.1. Cloud9

Cloud9 Self-Service Portal and Mobile Portal are now available.

- Detailed User Guide documentation is available at the ServicePRO Wiki:
  http://www.servicepro.wiki/wiki/1133/servicepro-cloud9

AD Pass through Authentication is now available with Cloud9.

- Detailed documentation on setting up Cloud9 AD Pass through Authentication is available at:
  http://www.servicepro.wiki/Attachments/Cloud9%20AD%20Pass-through%20Authentication.pdf

ServicePRO hosted on Cloud now has Single Sign-On (SSO) functionality via OneLogin Integration.

- Detailed User Guide documentation on setting this up is available at ServicePRO Wiki:
  http://www.servicepro.wiki/Attachments/Documents/ServicePRO-OneLogin-Integration-UserGuide.pdf

3.2. New Features

The following new features have been implemented in ServicePRO and in Cloud9.

- Detailed user guide documentation on these features is available at:
  http://www.servicepro.wiki/Attachments/Documents/Nov2015Release-FRs-Documentation.pdf

A brief summary of features is available in the following subsections, 3.2.1 and 3.2.2.

3.2.1. ServicePRO

- The revised Network Auditing Engine has been implemented. The auditing engine can audit Windows (both 32-bit and 64-bit) machines, MAC OS, LINUX OS and all Network devices, including Routers/Switches/Printers/Firewalls etc.
- The Discovery Schedule Configuration function has been updated to account for the new Network Audit Engine.
- Preview and printing functionality in Workstation and Device Properties have been enhanced, now allowing users to view newly captured properties.
- Two new standard reports have been added to report on Discovered Items: **Discovered Items Listing Report** and **Discovered Items Support Report**.
- Implemented additional variables for Email Notification Templates and Memo Templates: **Time Logged, Last Memo Author** and **User Urgency**.
- Implemented new time criteria in Query Designer and in Business Rules: **'Not within Last'** and **'Not within Next'** for all date time fields, and **'Within Last'** and **'Within Next'** for custom date time fields.
- Implemented new date range-related criteria in Query Designer and in Business Rules**: 'After Current Date By'**, **'Before Current Date By'**, **'After Current Date by Between'** and **'Before Current Date By Between'**.
- Implemented functionality for scheduled automatic generation and emailing for queries.
- Implemented functionality for scheduled automatic generation and emailing for custom charts.
- Two new reports that report on **Chart Schedules** and **Query Schedules** have been implemented.

3.2.2. Cloud9

- Implemented German language support in Cloud9.
- Implemented options for customizing the Welcome title in Cloud9 Login screen.
- Implemented customization of Home Page widgets both at the system level and at user level.
- A new Widget, Service Catalog, is now available on the home page.
- Project Requests can now be Created and Updated from Cloud9.
- While submitting Quick Requests, the 'Submit' button is available in all Request Wizard steps so that the user can save the request during any step, removing the need to go through all the steps in the wizard.

- The following new Views have been implemented for Privileged Users:
    - **Summary Time Sheet view** – Available from the Main Navigation panel.
    - **Requester History View** – Available from Request preview.
    - **Requester Company History View** – Available from Request preview.
- Add and Update Best Solutions function for Privileged Users is now available.
- Privileged Users are now given the option to create Best Solution entries upon closing a Service Request.
- Users can now enter and search for email addresses in the To/CC fields when using Send Email in Cloud9.

4. Client Bug Fixes

4.1. Service Requests/Workspace/Project Requests

- The default value option for radio buttons in custom fields will load correctly while creating Project Requests.
- Deleting a Project Request will no longer delete the recurrence set on the Project Template from which it was created.
- Exporting Service Request to PDF / Printing of Service Request works correctly and will no longer cut off wider images in memos.
- Resolved an issue with search phrases containing ampersand characters (&) in Advanced Request Search.
- In Service Request Email Notifications, the Auto-Complete function for CC Recipients is now fixed.
- Memos in Request Activity streams now load correctly when HTML content (updated via email) contains specific color codes.
- When a user is not authorized to view a Service Request, instead of showing an error, user friendly messages are now shown instead.

4.2. Data Analysis (Reports, Charts, Query Designer)

- The Query Criteria window will load the Support Rep selection dialog while setting up criteria in the 'Last Owned by (Rep)' field correctly, instead of showing the Folder selection window.
- In the Query Designer, Users can select the 'Service Request Type' field for 'Show Field' without needing to set up any criteria.
- Previewing a custom report configured with "Ask for Criteria" in the filters will no longer throw an error.
- Internal queries created for Custom Report filters will no longer be shown under Query listing.
- Previously, in the End User Satisfaction Report by Support Rep, requests that have been closed by End Users without ever going into the service of a Support Rep would show the End User's name in the [Support Rep] group title. This has been resolved by counting these requests into the 'Support Rep: [None]' group.
  - In addition, a note in the report footer has been added to indicate that the 'Support Rep: [None]' group includes the requests that never went into the service of a Support Rep, and was also closed by an End User rather than a Support Rep.

4.3. Manage Objects

- Root Organizational units will not be allowed to update from "Manage Organizational Hierarchy". Changing names for the Root OU will be possible only by changing the name from "Manage Companies" for the root company.
- SQL Transaction-related issues that were occurring randomly in the following functions have been resolved:
  - Manage Organizational Hierarchy
    - Moving a queue
    - Remove Service Center Designation
    - Deactivate a queue
    - Transfer a Service Center Designation
    - Restore a Queue
    - Delete Queue
  - Saving a Team
  - Saving a role
  - Saving role assignments from RBAC

4.4. Object Designer

- Dropdown and Radio Button custom fields will no longer allow entering a space or empty value as a choice.

4.5. System Email Account, System Text Messaging Account, Send Email & Starwatch Service

- Random errors with testing email connections while setting up user email/system email or while sending email have been resolved. If any issues occur, a user friendly message will be shown asking the user to check the email account settings.

- Double clicking on the 'Memo template' toolbar option in Send Email function will no longer result in a blank screen.

- Resolved an issue where emails coming with a form generated from an external application when processed from Starwatch were previously showing the memo with missing form data and styles in the Request Activity Stream. This was happening due to specific color codes that could not be handled by the control.

4.6. Rule Designer & Rule Service

- Resolved an issue with child requests having no trace memos when closed by the closure of parent request by the business rule.
  When a project request is closed by a Business Rule:
    - The parent request will be updated with the following trace:
        - {Trace memo added by user while setting up the business rule}
        - Request updated by BUSINESS RULE: name of the business rule
        - Request CLOSED
    - The child request(s) will be updated with the following trace:
        - Request updated by BUSINESS RULE: name of the business rule
        - Request CLOSED
- The Save button in Rule designer will be enabled when the user makes changes to the 'Responsibility' setting in Workflow tab.
- A business rule that is set to run after business hours will run at correct schedules even after the following scenarios:
    - Pausing and starting the specific rule.
    - Restarting the rule service for any maintenance purpose.

4.7. Discovery Service/Network Audit Engine

- The following issue reported by Beta testing client with the new Discovery Service/Network Audit Engine has been resolved:
    - In the 'View Audit History' window, the 'Date Audited time' that is shown for the discovery schedules will show the correct time when the schedule actually ran.

4.8. Import Utility

- The option 'Auto Overwrite – Maintaining Existing Unmapped Field Values' will overwrite existing values in mapped fields, regardless of whether the value coming from the CSV file is a non-empty value or a blank value.

4.9. Application Level / Miscellaneous

- Resolved communication errors and channel errors for ServicePRO Webtop occurring upon resuming a system from sleep mode, where the application was running and the computer was set to sleep mode after inactivity.
- Resolved issues with object reference errors occurring when previewing properties of a Purchase Request with empty data for some fields.

4.10. Cloud9

- In the New Request Wizard, entering text in Request Title field will not be added to the Memo field anymore. This was happening earlier due to an issue with UI focus.

- Logging in using both username and user email addresses (with ServicePRO authentication) will work correctly.

- In the Request Activity stream, Trace memos will wrap correctly without cutting off.