SERVICEPRO

October 2016

Maintenance Release

Release Notes

14.2.7.2

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ServicePRO – October 2016 Release – Release Notes

1. Updates and Enhancements

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

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

1.1. New Features

New features have been implemented in ServicePRO and in Cloud9, and are listed below.
Additional detailed user guide documentation on these features will be available at http://www.servicepro.wiki/Attachments/Documents/Oct2016Release-FRs-Documentation.pdf

1.1.1. ServicePRO & Cloud9

- A new operation, 'Subtract', has been added to Function Custom fields.
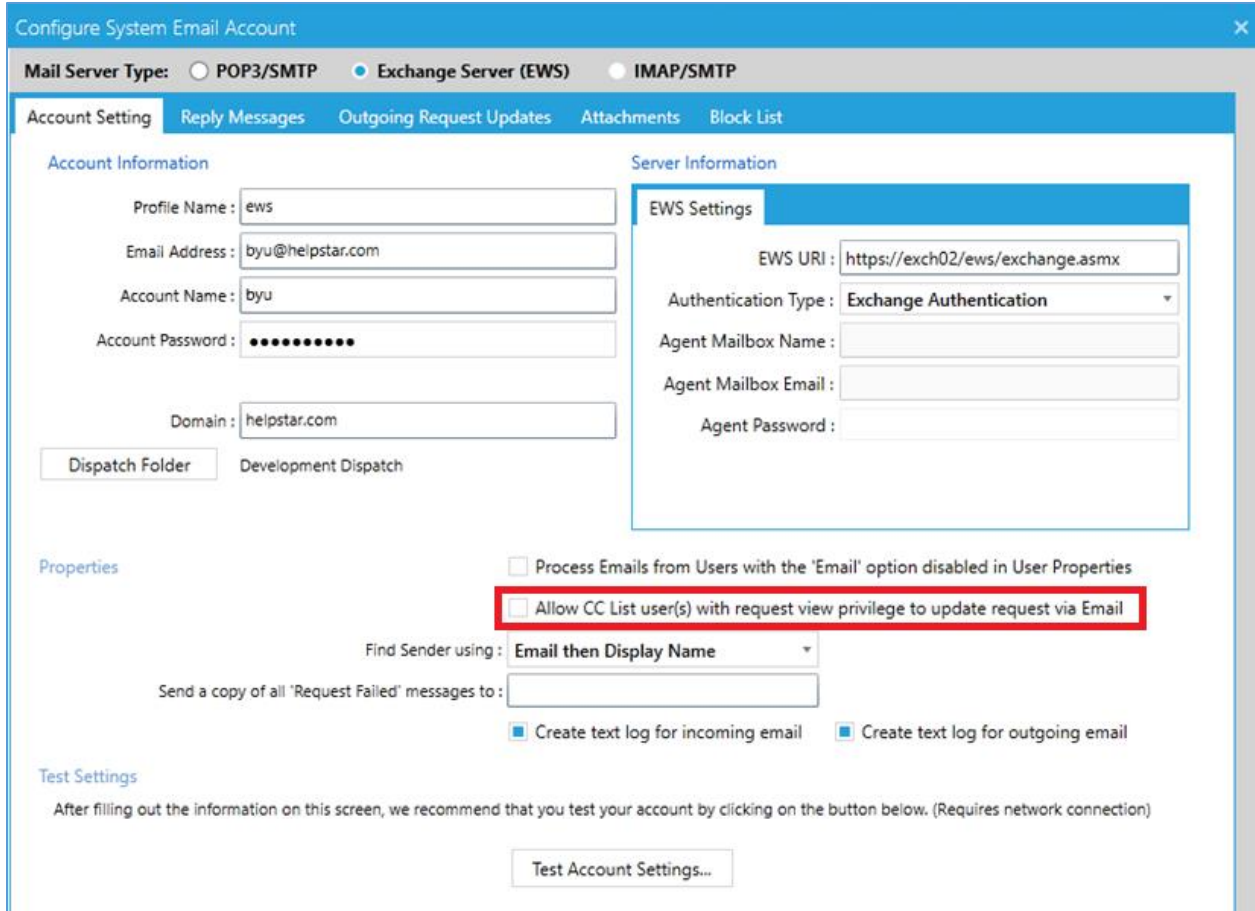
1.1.2. ServicePRO

- A revised Home Page with customizable Interactive Tiles has been implemented. Detailed documentation about the new home page and options for switching to the older Workbench home page are available in the ServicePRO Wiki.

  o While using the Interactive Tiles User Interface for home page, under Service Request Views, the 'Create New Item' ribbon Menu option will not be available, as the following options are always available from the top toolbar menu.
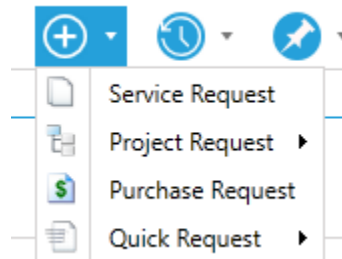
- A new feature has been implemented to allow the CC users addressed in an email to update a request via email. A new option/property has been added to the System Email Accounts view that determines whether or not this feature should be enabled. If this option is enabled, and If the user who is on the CC list has privileges equal to 'Request View - Public Transactions' (minimum view privilege on the ticket), then the application will allow this user to update the request via email reply.

> **NOTE**:   The client may use a Floating License to utilize this feature.

- ServicePRO-AD Field Mapping in 'Configure AD Synchronization' has been enhanced to facilitate mapping of an AD Field to 'SecondaryEmailAddresses' field in the user table in ServicePRO.

    o Values coming from the AD-mapped field will be imported into the Secondary Email Address in the ServicePRO database. This can be just one email address, or multiple email addresses separated by commas.

- In both Email Template To/CC fields and Send Email To/CC fields, it is now possible to select multiple users from the 'Select User' window.

- In SNMP Audit and the Manage SNMP Signatures function, the following enhancements have been implemented:

    o SNMP audit has been improved to support SNMP versions 3 and 2c, in addition to v1.

        o In addition, SNMP audit has been improved to discover more devices if ICMP is disabled.

- In the Manage SNMP Signatures function, enhancements have been made to allow the following:

    o Custom Community names for SNMP
    o Custom security parameters for v3
    o Custom port
    o Custom region name

1.1.3. Cloud9

- In the Recent Messages Home Page Widget, a 'Reply' option has been implemented.

- Custom Field rendering has been updated; the "Label" custom field now takes up the entire row if it is the only field. This will allow label fields with longer content to expand across the entire row.

- If only one widget remains on the Home Page after customization at a system or user level, the widget will expand to fill the entire browser space.

- When the end user clicks on the Approval Rating link sent in an email, following required authentication, the user will be taken to the Approval Rating pop-up (instead of the request preview page), where they can input ratings on Timeliness and Quality, as well as a rating memo.

- Client-specific customization has been implemented to append the IP Address in the memo when the users (both end users and licensed users) create requests from Cloud9. An SQL script is required to be run to enable this customization.

2. Client Bug Fixes

2.1. Service Requests/Workspace/Project Requests/Custom Views

- Fixed an issue with Service Request Statistics computation where time was being counted on Business Holidays.

- Fixed a locking issue with dragging and dropping requests from 'In Dispatch' to 'In Service' in the Workspace view.

- In Service Request Views, single request operation-related menu options are disabled when multiple requests are selected in the grid.

- Fixed an issue with Service Request recurrences that are scheduled to run every 2 weeks on a Week Day. The recurrence will correctly occur for every 2 weeks and not every week.

- Fixed an issue with Cutting and Pasting text using keyboard shortcuts in the memo field.

2.2. Manage Objects

- Fixed issues involving slowness and time-outs when moving folders in the Organization Hierarchy.

> **NOTE**: Please note that it is advisable to do queue restructuring in less busy hours, as this is a very intensive operation and may affect users in certain conditions.

2.3. Business Rules / Rule Designer

- Fixed an issue with Business Rule Notifications to End Users where it was sending out the suggested solution links in place of 'First Memo' or 'Last Memo', if the memos were marked private.

- Fixed an issue where Query conditions on "Service Request Type" were not appearing in the Rule Designer if they came from older HelpSTAR versions (HS2010 and below).

2.4. Project Template Designer

- The 'Begin Work' field in CAE tasks of a Project Template will now load correctly in order to facilitate change of 'Begin Work' options.

- CAE task properties will display correctly in project template tasks set up with CAE.

2.5. Assets/Configuration, Discovered Hardware

- Fixed an issue with loading the 'Custom Fields' tab in the Add/Edit Asset function.

- Fixed an issue with loading the Asset Tree in the Service Request Asset/Item selection window, for Non-Asset Administrator role users.

- While trying to create an asset from Discovered hardware view, the 'Save' option will be enabled, without requiring any edits to be made in the 'Add/Edit Asset' form.

- Fixed errors related to drag-and-drop of multiple asset items in the Asset Explorer.

- Fixed a bug that was disallowing association of Discovered Hardware with manually created Workstation Assets/Hardware Assets:

  - In the left navigation tree in the Discovered Hardware view, the following asset types will now be listed:

    i. Workstation Type

    ii. Hardware Type

    iii. Any assets that are associated with a Discovered Item

  - Asset administrators will be allowed to drag discovered items from right navigation tree to associate with existing assets in the left navigation tree.

  - Devices designated as Workstation types can only be dragged on to assets of the Workstation Type, or new assets.

  - Devices of any Type other than 'Workstation' can only be dragged on to assets of the Hardware Type or New Assets.

2.6. Data Analytics – Reports, Queries, Charts

- In the Query Designer, the 'None' option is available in the following selection criteria, even when the support rep count is more than 200:

  - Support Rep Name

  - Last Owned By

  - Assigned to Rep Selection

2.7. Global Search

- Searching from ServicePRO Global search with apostrophe in the search phrase will no longer throw an exception.

- An issue with searching from ServicePRO Global search when Full Text Search is not enabled has been resolved.

2.8. Application Level / Miscellaneous

- Resolved a WSOD issue when launching ServicePRO in Out-of-Browser mode as a result of INet Cache failing to clear.

- Resolved a 4009 error in the Asset Explorer/Asset selection view.

- Fixed typos in the 'Shutdown' option's description in the backstage menu.

- A revised re-index job has been implemented, ensuring that the defragmentation of indexes is performed successfully if the SQL server version is either SQL 2008/2008 R2 or SQL 2012 with no service pack.

2.9. Cloud9.

- An issue with the Category value when a Quick Request is submitted from Cloud9 has been resolved.

- An issue with saving a Quick Request Template as default service type for End Users in Cloud9 has been resolved.

2.10. Utilities

- The Password Reset registration window (which is part of the customized Windows Password reset utility) can now be resized.

3. Notifications

- With the 14.2.7.2 Maintenance Release, the 'Chat' feature has been removed from ServicePRO.

- ServicePRO Help Documentation has been replaced with:

    o **Show Me Videos**, which are embedded in the application

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

3.1. Reminder to System Administrators:

An optimization done on Starwatch Service and Rule Service with Q4 2015 release necessitates the following steps:

- 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.

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