SERVICE**PRO**

September 2015
Maintenance Release

Release Notes

14.1.4.4

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ServicePRO – September 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.

> **NOTE**:   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, your desktop app communicates with a remote ISP server that connects to an SQL server. You don't sacrifice speed or capabilities, you only gain the ability to run ServicePRO like you would a native windows application.

ServicePRO Webtop window does not have an address bar, leaving more room for the web application itself. You can also pin it to your task bar or your start button, 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

- 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

- AD Pass through Authentication is now available with Cloud9.

    o 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.

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

4. Client Bug Fixes

4.1. Service Requests/Workspace/Project Requests

- Resolved an issue with opening UTF16-encoded attachments in Service Requests imported with Starwatch Email Processing.
- Nested Service Centers load correctly in My Workspace view.
- In Service Request update mode, the 'Assigned To' property shows up correctly for users without 'Pass Direct' and 'Forward To' roles.
- SQL Transaction deadlocks when saving projects containing 'Create after' Events have been resolved.
- While choosing Memo Templates from Service Requests, users will no longer be able to change the template structure, design and content from this view. Changes can only be made from the Memo Templates designer by an administrator.

4.2. Purchasing

- Resolved an issue with the Purchase Order grid UI issue which restricted the user from entering more than 5 items.
- While receiving items in a Purchase Order, Generic Products will also be created as assets.

4.3. Data Analysis (Reports, Charts)

- When previewing Bar Charts, labels no longer overlap and become misaligned as the number of data points increase.
- While previewing the 'Request Overview' Custom Report, with only one level of grouping, only group summary will be displayed (instead of showing both Group Header and Group Summary).
- In Custom Reports, resolved an issue with clearing Custom Fields from the Report Dictionary when the report is edited more than once in the same session. Incorrect data will no longer be shown.
- In Custom Reports, selecting Custom Fields under the 'Filters' tab will automatically only select specific custom fields in the 'Custom Fields' tab, instead of selecting all fields from the specific custom request type.
- When reports are scheduled for automatic generation and emailing, the email will be sent even when no records are found.
- Scheduled reports will now email without skipping over any schedules.
- Report attachments will no longer be dropped from scheduled reports emails.
- Resolved a discrepancy in record counts returned in the Line Item Summary Custom Report.

4.4. Email Inbox

- Resolved issue with loading Email Inbox when there are spaces in the email password.

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

- Starwatch Service has been updated to create logs when text messages are sent.
- Starwatch Service Error Logs have been updated to show detailed error descriptions if a child request is updated through email when both parent and child requests are closed.
- The temp folder no longer becomes filled up when Starwatch processes emails.
- While performing System Email Account setup from Safari browser on Mac OSes, port numbers for IMAP, POP3 and SMTP can now be edited.
- Attachments with a digital signature processed through Starwatch Email can be previewed correctly in ServicePRO.
- System announcements created by Starwatch (when an invalid email terminates processing) will be displayed in the ServicePRO Announcements tile.

4.6. Rule Designer & Rule Service

- The Copy Rule function copies 'Frequency' and 'Notifications' settings correctly.
- When 'Request Detail Link' is included in a Rule Email Notification Template, the notification email will correctly place the request detail link in all scenarios for all requests, including the requests from requesters with no email set.

4.7. Import Utility

- Import Utility now facilitates mapping to the 'Display Name' field while importing users.

4.8. Cloud9

- Issues with attaching documents in IE9 from the New Request Wizard have been resolved.
- In the New Request Wizard, Email Auto-notification options will be enabled or disabled based on email settings for End Users.