SERVICEPRO

August 2015
Maintenance Release

Release Notes

14.1.2.1

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ServicePRO – August 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**:   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. Starwatch Service

- Starwatch Service has been updated to create exclusive folders for holding temporary files for each email in *Windows\Temp* folders, allowing other processes to perform the same operation without file sharing violations.
- Starwatch Service has been updated to monitor the *Windows\Temp* folder every 15 minutes and delete attachment folders if not accessed for more than 59 minutes.
- Resolved issues with emails randomly dropping scheduled report attachments.

4.2. Cloud9

- While submitting new requests using Quick Request Templates, Custom Field values stored in the template are populated correctly.
- Logging a new request works correctly when the user's default request type selection is different from the system default.
- Selecting Custom Fields tabs works correctly in both the New Request Wizard and in the Request Detail view, with all kinds of Custom fields.