



Angular Rewrite/Web Version
Version 14.3.1.x (November 2025 Release)
Design Changes and Limitations

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ServicePRO Angular Rewrite – Design Changes and Limitations

ServicePRO November 2025 release (version 14.3.1.x) is a major release for ServicePRO. With this release, ServicePRO is transitioned in to a complete browser-based web application that will run on all browsers and in all operating systems. In addition, the End user Functions are brought into the same Web Application. With this new version, it is NOT REQUIRED to install a desktop client on each of the support rep systems anymore. Support reps can run ServicePRO by browsing to a URL from a Web Browser.

With this major release, the entire User Interface for ServicePRO has been redeveloped using the Angular web application framework, Kendo UI for Angular Component Library and Ventic Angular Admin Template, ensuring a responsive and consistent User Interface Design.

This document lists the Design Changes and limitations in the ServicePRO new user interface, in comparison to the current ServicePRO application.

1. Design Changes and Limitations in ServicePRO 14.3.1.x Version

The following are the design changes and limitations in the ServicePRO new interface in comparison to the previous versions of ServicePRO application (i.e. in comparison to the versions 14.2.22.x and below).

1.1. Browser Application Specific Characteristics of ServicePRO New Version

- Single Page Application
 - o All pages open within the same browser tab by default with few exclusions. You can go back to the previous page, by clicking on the back-arrow option, that shows beside the page title.
 - Options that open in a separate tab automatically – 1) Updating Service Request using Update menu option 2) Creating a new Child Request using Project – New Child Request menu option 3) Opening an item from the Global Search Results. 4) Opening Request History Lists 5) Opening Contact History Lists 6) Running a Chart from Chart Listing
 - o If you would like to intentionally open any page in a separate browser tab including the application home page, please use Ctrl+Click (i.e. pressing the Ctrl key with a mouse click).
- Responsive UI/UX Design and hence compatible to run on browsers in all devices - Desktop, Tablet and Mobile.
- LHS Navigation Menu Panel to navigate to different modules within the application.

- Hamburger button (3 parallel horizontal lines) and Forward Arrow button for Shrinking and Expanding the Navigation Menu Panel.
- ServicePRO Logo / Icon at the Application Top Left for navigating back to the Interactive Tile Home Page from wherever in the application you are.
- Top application tool bar menu options for Searching, notification counters, creation of request from different options, Pinned Items, Recent Items etc.,
- User Avatar Menu options like Emails, Calendar, User Options, Theme Customization, Sign Out etc.,
- Ribbon Menu options that were present in each application window in the previous ServicePRO versions are replaced with Tool Bar Menu Options.
- Wherever the screen resolution / browser size does not permit to show all the tool bar menu options, you will see an ellipsis (three dots) to indicate the additional available options, which when clicked will show the remaining menu options. [Three Dots - a visual cue that there is more content or functionality available beyond what is immediately visible]

1.2. Screen Resolution / Browser Size Pre-requisites for using ServicePRO Setup, Administration, Designer and Data Analytics Modules

The following modules require running ServicePRO from a device with a Screen resolution / Browser Size (1024 X 768) and above:

- Design Modules (All)
- Asset Modules (All)
- Setup Modules (All)
- Role Based Access Control (RBAC) on ServicePRO Enterprise Edition
- Home Page Designer
- Analytics (Standard Reports, Custom Reports, Charts and Queries).
- Audit My Workstation
- Screen Sharing

1.3. Login Screen

- Login Screen will show the Logo and the LHS Panel Information that were set up before in your ServicePRO Web - Portal Designer Options, since the same login screen will be used by both the Privileged Users and the End Users.
- For AD Pass through authentication, "Login with Windows" button in the Login Page should be used (same as it was in ServicePRO Web). The "Continue" button that was present in the earlier ServicePRO Desktop versions will not be shown for AD Pass through authentication..
- When you choose a language other than English (French, Spanish, Slovenian or Dutch) in the Login Screen, all the menu options within the application will be displayed in the selected language. [Data will all be in English only.]
- Pass through authentication is not supported when running the application while outside the domain network (eg: from home computers / laptops), which was possible

in earlier versions of ServicePRO Desktop application by validating and registering the external device using a one-time password.

- Login with Twitter is not supported.
- Upon successful login, based on the access privilege of the user, different application interface will be presented to the user starting from the home page:
 - When an end user logs in, the application behaves as an End user Self Service Portal, with presenting the end user home page interface and the end user functions / menu options.
 - When a privileged user logs in, the application behaves as a Support Portal / Administrative functions portal, with presenting the privileged user home page interface and privileged users functions based on the logged in user's privileges.
 - When a privileged user logs in and if the user is part of the team where Fast Mode is enabled, the application presents the Fast Mode interface with Fast Mode functionality.

1.4. Privileged User's Home Page

- For the privileged users, ServicePRO Work Bench tiles home page Layout is no longer supported from this version on-wards. Only the Interactive Tiles Home Page Layout is supported.

1.5. Theme Customization

- User can customize the theme according to their preference, using the "Customize Themes" menu option available under User Avatar.
 - User can choose between Dark background theme and Light background theme.
 - User can also customize the color and layout for some specific components like header, navigation header and sidebar.
 - When the Dark Background color is selected in the theme, the background color will be changed to a dark color in all the areas/controls in the application except for the following places:
 - The controls used for inputting formatted text data by the user, and the controls used for previewing human entered formatted text data, will always have the light background color irrespective of the background color selected in the theme. This is to ensure that the formatted text entered by the users is seen the same way by the users who are using the light theme and the dark theme.
 - Custom Forms Designer and Custom Fields Tab will always have the light background color irrespective of the background color selected in the theme. This is to ensure that the designed custom form looks and feels the same way to the users who are using the light theme and the dark theme.

1.6.All Lists and Grids

- All lists and grids in the application contain Pagination options to navigate between the pages.
- Context Menu or Right Click Menu options are not present – All the menu options are present in the Tool Bar Menu.
- While performing actions that are allowed on multiple rows in the lists, in order to select multiple rows, you can use either Ctrl+Click or Shift+Click. Ctrl+Click allows you to select individual items in a list, while Shift+Click allows you to select a range of consecutive items.

1.7.Service Request Views

- In Service Request Views, when showing the Request Preview panel in the page (Align - Right or Align – Below option chosen), the folder tree specific menu options and grid specific menu options are present in the top tool bar menu. The Request and Memo Specific menu options are present in the tool bar menu above the Request Preview Panel.
- In Service Request views, when the screen resolution height is less than 1024, the menu Option 'Align - Below' to display the Request Preview panel below the service requests list is not supported.
- In Service Request Views, the right click context menu option for the selected Service request is no longer available, only the tool bar menu options are available.
- The panels in the Service Request views can be collapsed and expanded as needed using the small arrow that is shown in the panel separators.

1.8.Request Memo Editor

- [The Email imported into the memo can be previewed by clicking on 'Email Preview' button present next to the Private Memo check box.](#) 'Click for details' link in the Memo editor to view Email is not supported.
- The Paste option in the memo editor works only if the ServicePRO application is using https URL.
- Hyperlinks can be added in the memo by using the "Insert Link" tool bar option. Automatically detecting and creating link, when typing in the Memo editor is not supported.
- [Copying/Pasting email content containing images from "Mail" desktop client, from "Outlook Web" client \(<https://outlook.office.com>\) and from Web client for Gmail work perfectly fine, with pasting all the copied content including the images.](#)
Exception: Copying from the Legacy Outlook desktop client will not paste the images.
- Hyperlinks while on the memo editor will not open. [After the memo is saved, the link can be opened without any issues from the Request Activity Stream.](#)

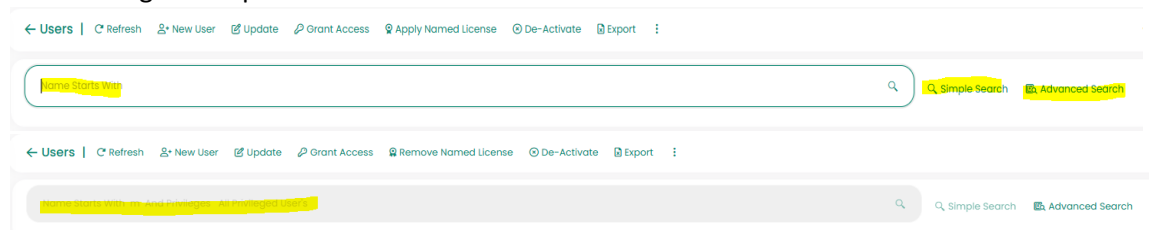
- Copying/Pasting multiple rows from Microsoft Excel into the memo editor is not possible – The workaround is to copy the excel rows into Microsoft Word and then copy the rows from Microsoft Word into Memo Editor.
- When you add a blank line, it does not show the blank line in the Activity Stream after the memo is saved. The workaround is to use Shift+Enter key for adding a blank line instead of just using the Enter key for adding a blank line. [This will be fixed in the next release for ServicePRO.](#)

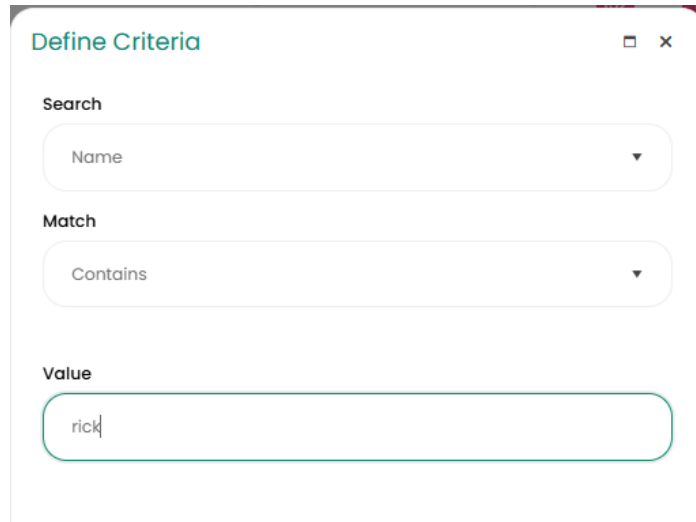
1.9.Request Properties

- In the Request Properties tab, clicking on the Requester name link, the Company Name or Organization Unit Name link and the Asset Name link will show the respective object’s property in a Right-Hand Side (RHS) Panel, so the user will not lose the context from the request. The Properties panel can be resized as needed.

1.10. Manage Objects Listing / Find Objects Listing

- In all objects listing under “Management” and “Find” modules, invoking the menu option for viewing the respective object’s properties will open the object’s property in a Right-Hand Side (RHS) Panel, so the user will not lose the context from the listing that is being reviewed.
- The UI/UX for performing Simple Search and Advanced Search in the Manage Objects Listing and Find Objects Listing has been completely redesigned. In the initial search bar that is presented, you can always enter the search phrase for the “Name Starts With” criteria. For all other criteria options, you can EITHER start defining the Simple Search Criteria using the “Simple Search” option OR start defining the Advanced Search Criteria using the “Advanced Search” option. The criteria entered in the Simple Search Criteria window / Advanced Search Criteria will be shown in the search bar while listing the respective results.





Define Criteria

Search

Name

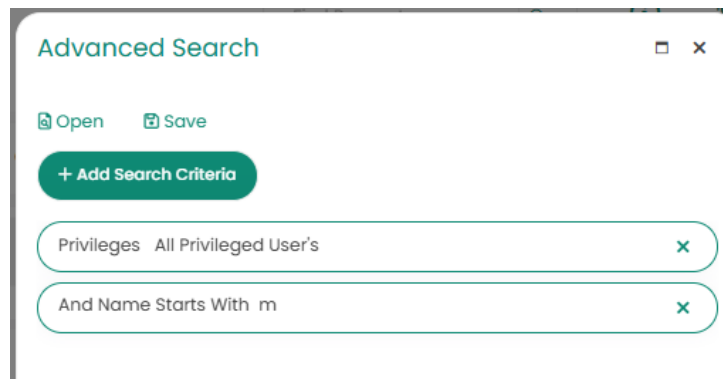
Match

Contains

Value

rick

Fig – Simple Search Criteria



Advanced Search

Open Save

+ Add Search Criteria

Privileges All Privileged User's

And Name Starts With m

Fig – Advanced Search Criteria

1.11. Manage Objects - Object Properties

- In all object properties under Manage objects (i.e. in the properties pane), if there are documents attached to the object, the documents tab will just list the documents, but will not show a preview of the documents.
- In all object properties under Manage objects, if there are documents attached to the object, only the list of documents will be shown, there will not be a tree pane shown on the left.

1.12. Setup – Portal Designer Options

- The Porter Designer – General, End User and Fast Mode settings which were previously present in the “ServicePRO Web” application are now brought into ServicePRO under “Setup” Navigation Panel Menu, since it’s a single web application for managing both the privileged user and end user functions.

Detailed documentation of these settings is available in the ServicePRO Wiki at - <https://servicedesk.servicepro.wiki/>

1.13. Documents

- When clicking an attachment under the documents tab / documents list to view, the attachment will be downloaded and saved in a local folder instead of opening the attachment for viewing. In order to view the document, the user needs to open the attachment from the downloaded location.
- Document Check out – When a user checks out a document for making changes, the attachment will be downloaded in the Downloads folder and opened for editing, as opposed to prompting the user to select the location.
- Document Check-in Limitation – When the user tries to check-in document that was checked out before, it requires the user to select the file manually for checking in. It will not automatically pick the file from where it was checked out to.
- While viewing the documents under the “Documents” tab, in order to see the document Preview, Detailed Properties and Trace Log, the user needs to click on the Arrow icon beside the respective document.

1.14. Custom Forms Designer

- Since the new version of ServicePRO is completely a browser application, the device dependent specifications like physical location of fields will not be used for designing the custom form fields.
- While adding a new field or graphical element into the custom form, the + button beside the respective element has to be used to add the respective field into the form.
- **Resizing (i.e. changing the height or width) the label or field in Custom Forms Designer is not allowed. The label width or height grows based on the entered label name.**
- When a field or graphical element is added into the form by clicking on the + button, the application will keep placing the fields one below the other. But, you can move the fields and graphical elements as per your preference and place them in your preferred position once they get added into the Designer section.
 - In the Custom Fields tab in ServicePRO Objects, only a maximum of 2 labels + 2 input fields, OR a maximum of only 3 input fields will be placed in any particular row because the Responsive web design has been taken into consideration when arranging and placing the fields, in order to accommodate different browser sizes. So, even though the designer allows you to place the fields and labels in your preferred position on the form, **please make sure not to go beyond the above noted maximum number of fields + labels per row [i.e. DO NOT go beyond a maximum of 2 labels + 2 input fields in a single row / DO NOT go beyond a maximum of 3 input fields in a single row].**

- The options to align the fields and distribute the fields evenly are not supported. The placement of fields in the “Custom Fields” tab in the ServicePRO Objects is controlled by the Left and Top Properties of the respective field. So, please set the Left and Top properties for each of the fields correctly to ensure that the fields will be properly aligned and positioned when viewed in the Custom Fields tab.
- ‘Vertical line’ and ‘Border’ Graphic elements that were available in the previous versions of ServicePRO are not supported anymore.
- The following field properties are not be available: Text Alignment, Vertical Alignment, Width and Height, Caption position, Padding, and Stroke Thickness option.
- Overlapping of a Horizontal Line and Field / Label - If a field and a horizontal line are overlapping in the designer, they will not be rendered correctly in the Custom Fields tab as well. Kindly take care of fixing the position of the field and the horizontal line in the Custom Forms Designer in ServicePRO Angular application.

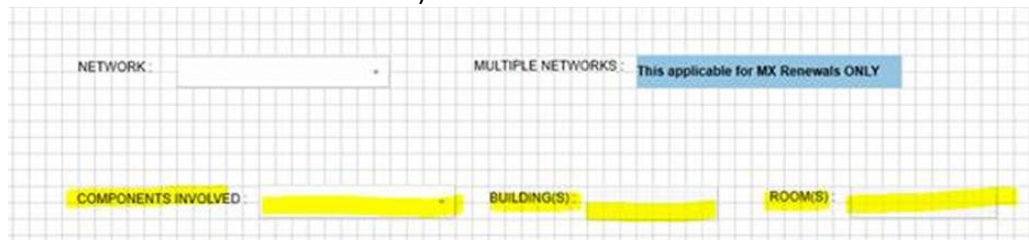
1.15. Custom Fields tab in ServicePRO Objects

- In the “Custom Fields” tab in any object (eg: Service Request, user, company etc.), Responsive Web Design has been taken into consideration when arranging and placing fields in the Custom Fields tab, in order to accommodate different devices and browsers. To achieve this:
 - The application will use the "Left" and "Top" properties for each Custom Field as a guideline for positioning the fields inside the Custom Fields tab. Fields will be arranged on the grid based on their row and column positions determined by their “Left” and “Top” properties. (i.e. The exact physical location of the fields as in the Custom Forms designer will not be used. Hence, the position of the fields under “Custom Fields” tab will not be exactly the same as in the Custom Forms Designer.)
 - The absolute position of fields or graphical elements cannot be applied, when rendering the fields. The application will determine field order by sorting fields by their “Left” and “Top” property values in each tab. The application will place the fields as close as possible to the field positions designated in the Custom Forms Designer.
 - While placing the fields in the same row based on the top property, a threshold value (Default: 10, Max: 30) set in the System Options will be used to determine which fields should be placed on the same row in the Custom Fields tab. (i.e. Fields having differences in the Top Value within the allowed threshold pixel value will be placed in the same row.)
 - Exact stated Height and Width of the fields for the Custom fields designed in the previous versions of ServicePRO will not be used. All fields will have a fixed height and fixed width which is internally set by the system.
 - A maximum of only 2 labels + 2 input fields, OR a maximum of only 3 input fields will be placed in any particular row, due to the detailed reasons listed

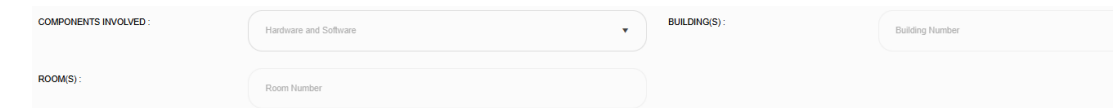
above. If there are more number fields to be placed in the same row based on the top property, the additional fields will be wrapped into the next line.

- Resizing browser windows will also determine the number of fields displayed per row. Fields will automatically be wrapped into the next line based on the size of the browser window:
 - Large Screens - Maximum of 4 elements per row [A maximum of only 2 labels + 2 input fields, OR a maximum of only 3 input fields will be placed in any particular row.]
 - Medium Screens - Maximum of 2 fields per row
 - Small Screens (i.e. tablets) - Maximum of 2 fields per row
 - Extra Small Screen (i.e. mobile devices) - One field per row

Example - If you had a custom form that was designed with more than 3 input fields OR 2 Label & 2 Input fields in a row in the previous version of ServicePRO, after you upgrade to ServicePRO new version (14.3.1.x), any fields in addition to this given quota will be placed in the next line, as depicted in the example given below. For example, in the previous ServicePRO version, in the below particular custom form, there were 3 labels and 3 fields in the same line as highlighted (i.e. one extra label and one extra field).



In the new ServicePRO application (14.3.1.x version), when this form is rendered in the Custom Fields tab, while running inside a browser in a desktop, it will place the first & second labels and fields in the first line, and it will place the third label and field in the next line as shown below – [If the browser screen is resized to a smaller window, then it will try to wrap further & bring the second label and field into the next line, and so on.].

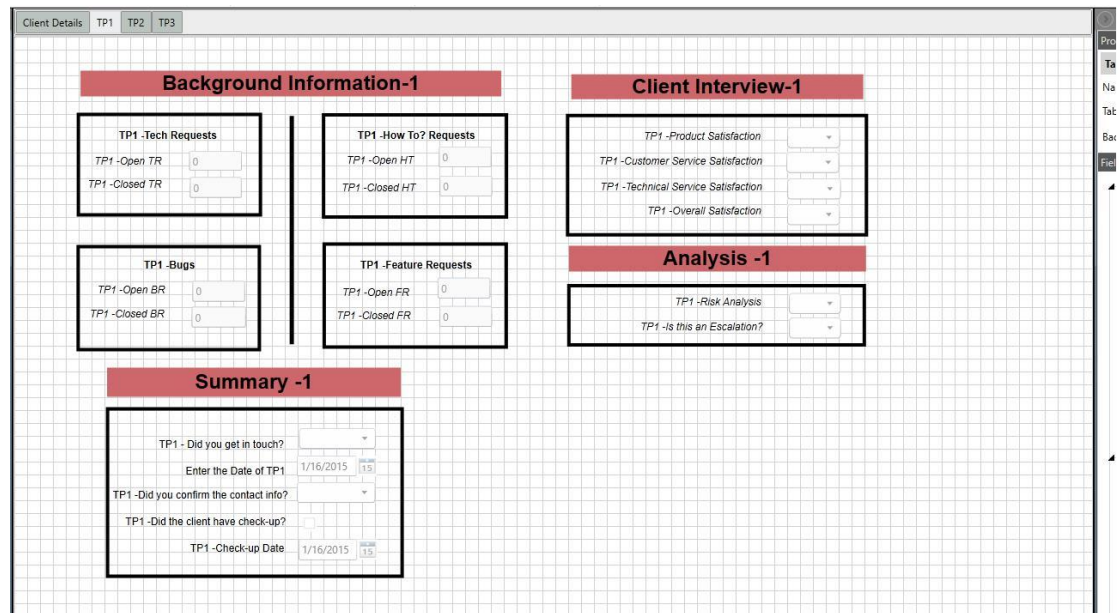


Please Note:

- 1) Due to the limitations listed above for the Custom Fields display positions, if any of your current Custom Forms designed in previous ServicePRO versions (14.2.22.x and below), have more than 3 input fields in a single row OR more than 2 labels + 2 input fields in a single row, please kindly take care of updating these custom forms from the Custom Forms Designer to ensure having not more than 3 input fields / more than 2 labels + 2 input fields in a single row. By taking care of

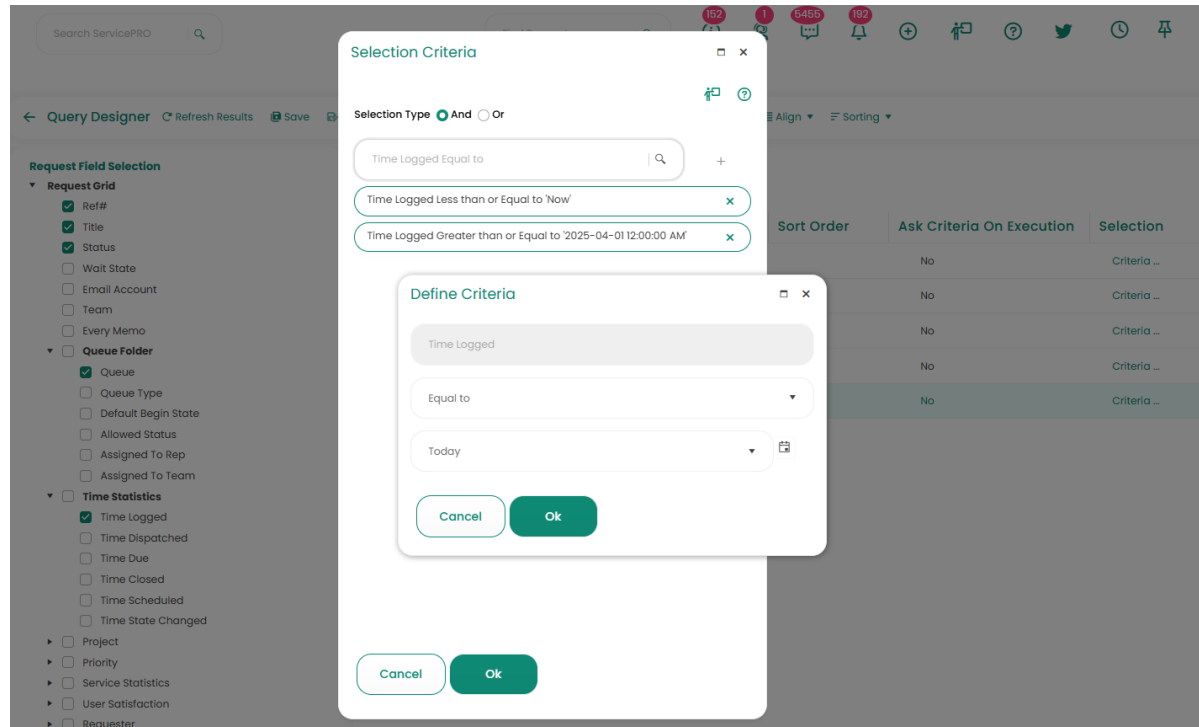
this, after migrating to ServicePRO New User Interface, you will not have much impact with the display of Custom fields under the custom fields tab.

- 2) For forms like the below, after upgrading to ServicePRO 14.3.1.x Web Version, there will be issues in presenting the fields in Custom Fields Editor tab. [Please feel free to request help from ServicePRO Professional Services Consultants in redesigning such custom forms in order to bring the field groups from “side by side” placement TO “top to bottom” placement.]



1.16. Query Designer

- The UI/UX for setting up the Selection Criteria on fields has been completely redesigned.
 - To give an example, to set the criteria on Time Logged field, it will show the Selection Criteria dialog first from where you can click on the search button to start defining your criteria one by one using the “Define Criteria” dialog.



- Preview Query Results which was Sorted into Alphabetical Order is not retaining the sorting after exporting to excel. This is a known issue which will be addressed in the next version. Please plan to manually sort the records in the spread sheet as per your need after it's exported.

1.17. Business Rules and Email Rules Designer

- In the Memo Canned Response under “Workflow” tab, to select variables for use in the Trace Memo field and Memo field, please click the + button beside those field names to select the required variables.
- In the Notification templates, inorder to use variables in the To field, CC field and Subject Field, please use the + button in the respective fields. To select variables for use in the Body field, use the button “+ Add body variable”

1.18. Chart

- The “Copy to Clipboard” function works only if the ServicePRO application is using the https URL.

1.19. User Options

- Under General tab, the Spell Check option - "Enable spell check only when I save" is not Supported.
- Under Editing and Printing tab, the Auto Complete Mode option – “Filter and Auto select” is removed.

- The Desktop Alert notification for Alerts, Quick Messages, Reminders and Meetings will work only if the ServicePRO application is using https URL.

1.20. System Options

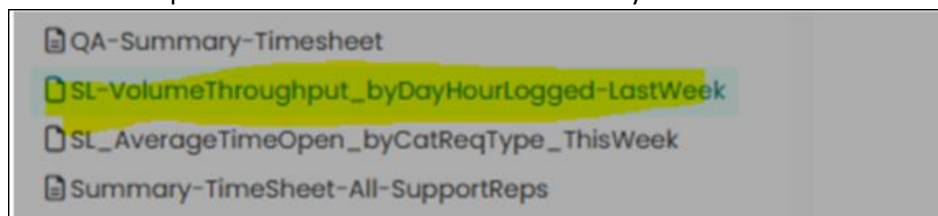
- Under System Defaults tab, the Auto Complete Mode option – “Filter and Auto select” is removed.
- A new System Option has been added under “General” tab in the section “Custom Fields” to set the “Threshold in pixels for placing fields in the same line” – The default value is 10 pixels – And it can be increased up to 30 pixels.

1.21. Calendar

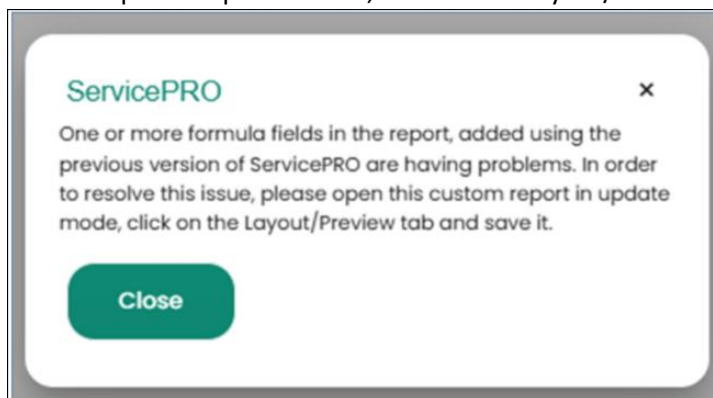
- Previous Appointment and Next appointment buttons inside the calendar are removed. Navigating to the previous appointments and next appointments is still possible through the arrow buttons at the top of the calendar.

1.22. Custom Reports

- Custom Reports – For the Blank Reports that were saved in versions before 14.3.1.xx, while trying to generate / preview the report in 14.3.1.xx version, the following message prompt will be shown to the user. Also, the same prompt will be shown if a template custom report created in previous versions of ServicePRO is having some formula or expressions that do not evaluate correctly.



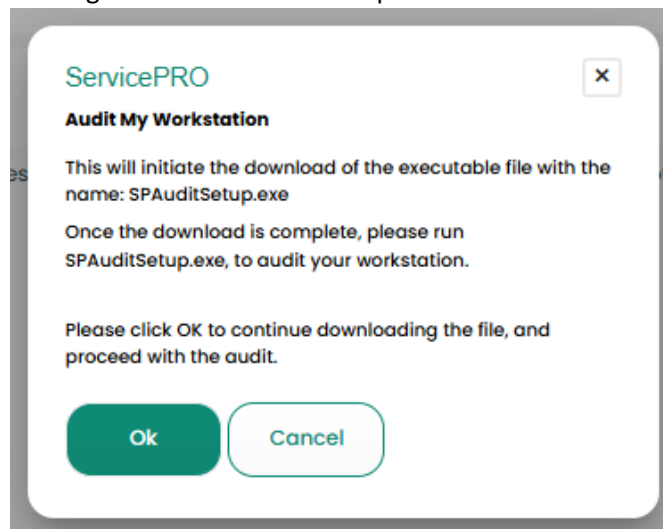
One or more formula fields in the report, added using the previous version of ServicePRO are having problems. In order to resolve this issue, please open this custom report in update mode, click on the Layout/Preview tab and save it.



- 1) When the above message prompt is shown, please update the report, navigate to the Layout tab and then to the Preview tab once – And then re-save the report.
 - 2) After resaving the report (by just going to the layout and preview tabs once), if you try to preview / generate the report, it will start to preview fine without any warning prompts.
- In the Custom report designer, if the user drags the field from the dictionary to place in a page in the report designer / layout, the label for the field will not get added with that by default. So, for adding the label for the field in the designer, the user should navigate to Insert tab and add Text as HTML for Label.
 - Custom Reports - Blank Reports - Stored Procedure - Parameter Data Type will show fine, but not the size of the parameter. There will be no change in functionality.
 - In Custom reports using template, when the query results are previewed for a certain condition, the activity stream for the previewed query results will only be shown when the user clicks on View Activity Stream button present on the right of the Design and Preview section in Preview Query Results tab.
 - If the custom report created using the previous versions of ServicePRO have an expression that uses the Choose clause along with Month function, that expression will not evaluate to a value. In order to fix this, issues, please use (int) strict type casting for the Month function result value while using with Choose clause. For example: {Choose(((int)Month(Clst.Records.UDF1DateTime)), "January", "February", "March", "April", "May", "June", "July", "August", "September", "October", "November", "December")}

1.23. Audit My Workstation

- Audit My Workstation functionality works differently in comparison to the previous versions of ServicePRO.
 - When you invoke the Audit My Workstation option, it prompts you with a message to download the setup file for Audit – SPAuditSetup.exe



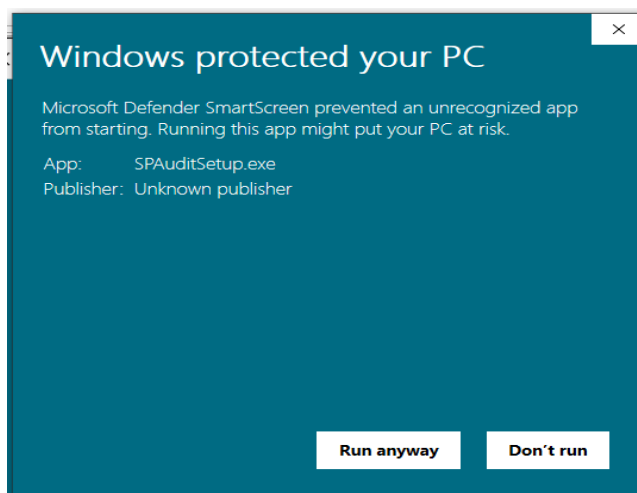
- When you click OK on that prompt, it downloads the executable to the downloads folder on your PC.



- When you navigate to the downloads folder on your PC and double click to execute the SPAuditSetup.exe, it will show a security warning prompt.

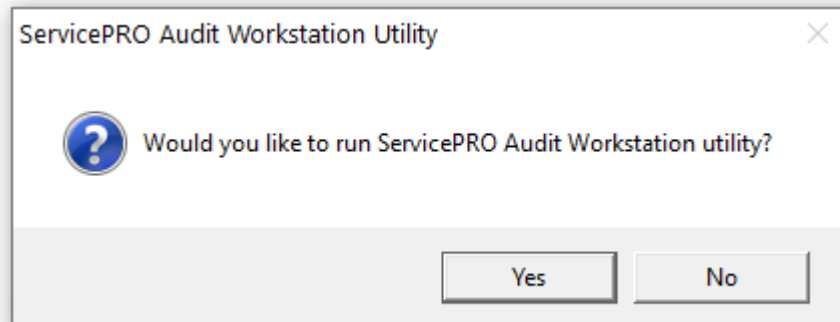


- On the Microsoft Defender Security prompt, please click on the “More Info” link, then it will show the option to “Run anyway”. Click on “Run anyway” button.



- Then, it will show a UAC prompt, please click YES on that UAC prompt.

- Followed by that, it will start running the utility and will show the prompt with asking “Would you like to run ServicePRO Audit Workstation Utility?” – Please click “Yes” on this prompt.



- It will briefly show a command prompt window with noting that it is scanning the workstation.

```
ServicePRO Audit workStation Utility
Copyright (c) Help Desk Technology 1993 - 2025

Scanning started: 7/2/2025 7:59:14 PM
Scanning completed: 7/2/2025 7:59:18 PM
Scanning took 3.4166694 seconds

Saving workstation details, please wait...
```

- Followed by that, it will automatically navigate to the Discovered Items Properties page in ServicePRO application on your browser to display the properties of your workstation that just got audited now.

1.24. Mobile UI/UX

- While using ServicePRO from a mobile browser when the device is used in the Portrait mode, the additional menu options that show upon clicking the ellipsis are getting cropped due to some limitations with the third-party Kendo UI Angular component that is used.
 - The menu options display fine in the landscape mode.
- Any option in the application that opens a page in a separate browser tab requires the popups to be unblocked under browser settings. On iOS devices, the default setting for the Safari browser is to block the pop-ups. Users using ServicePRO on iOS devices should uncheck the “Block Pop-ups” setting under Safari browser settings.
- On the iOS devices, when the pop-ups are not blocked, for a page that opens in a browser tab, the back arrow button does not work to take the user to the home page. It works fine for the pages that open within the same browser tab.

1.25. Discovered Hardware

In the Discovered Hardware page, please use Ctrl+Click for multiple selection of Discovered Hardware items for performing any of the operations like Creating new assets, ignoring hardware and delete hardware. Multiple selection of items using Shift+Click is not possible due to the control limitation.

1.26. Discovered Software

In the Discovered Software page, please use Ctrl+Click for multiple selection of Discovered Software items for performing any of the operations like Creating new products and ignoring software. Multiple selection of items using Shift+Click is not possible due to the control limitation.

1.27. Installing and Using ServicePRO as an App

ServicePRO version 14.3.1.x on-wards does not have an app in the stores.

However, you can install it as an app after browsing to your ServicePRO Application URL in a supported browser first, and then use it as an app. Read more about installing and using ServicePRO as an app at: <https://servicedesk.servicepro.wiki/wiki/1260/installing-servicepro-as-an-app>