



April 2016

Maintenance Release

Release Notes

14.2.5.10

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ServicePRO – April 2016 Release – Release Notes

1. Updates and Enhancements

- 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>

1.1. 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/Apr2016Release-FRs-Documentation.pdf>

1.1.1. **ServicePRO & Cloud9**

- In the Workspace view, the queue folder tree structure under 'My Responsibility' has been removed to simplify request browsing. The 'My Responsibility' node now functions similarly to the 'In Service' node, which will only list requests the user is responsible for.
- Spellcheck has been added to Text Custom fields.
- Two new AD Authentication configuration options have been implemented as part of 'Configure Active Directory Synchronization' in order to optionally prevent AD Accounts from being created in ServicePRO at Login.
- Implemented the ability to customize Survey/Approval Ratings from System Options in ServicePRO. These changes will take effect for both ServicePRO and Cloud9.

1.1.2. **ServicePRO**

- Implemented creation of Custom Reports using Blank Report templates with predefined SQL Connection to ServicePRO database. These Reports require a SQL query as a Datasource, thus allowing users to fetch and use desired sets of database fields in the report.
- Implemented a new Query Designer/Rule Criteria to include requests only if EVERY MEMO in the request satisfies the specified CRITERIA.

- Implemented a new Service Statistic for tracking the current time a request has stayed in its Current priority when it is active. This statistic will allow users to compute SLA metrics based on the priority for a request.
- Users can now type into the “Asset/Discovered Item” field in Service Requests. After typing a phrase and hitting the Enter key, the application will pre-populate the search phrase in the Asset/Discovered Item selection window with search on Name triggered.
- Implemented previewing of Custom Reports upon double-clicking on a Custom report item in the list.
- Implemented Linear CSV export for Discovered Item Query Results (showing all fields inline), as requested for its ease of use by multiple clients.
- New Cumulative Service Statistics fields and Response Time statistics have been added to the report dictionary for Line Item Summary Custom Reports.
- The Knowledge Base editor has been updated to open in a full-screen view in separate tab instead of in a smaller dialog window, for improved usability.
- Request Ref# and Request Title fields have been added to the User Satisfaction Report dictionary, allowing users to add these fields in the report designer while customizing User Satisfaction Reports.
- While creating assets from Discovered Hardware devices (other than workstations), users will be allowed to change the Asset type from the default ‘Hardware’ type to any custom type, while retaining the association with the discovered hardware.
- Discovered Item Query designer has been enhanced to contain new fields discovered using the new Audit / Discovery service. New fields include:
 - Discovered Item type
 - OS Architecture
 - OS type
 - Application Architecture
 - Drive type or Toner Name
 - Free Space or Toner Level
- ‘In Queue’ Requests View has been enhanced, allowing users to move requests between folders by performing a drag-and-drop operation from the requests grid over to the folder tree.
- ‘Configure Active Directory Synchronization’ function is now available for Public Cloud installations of ServicePRO, with limited functionality.
- Trace Memos now occur when Merge User operations have been performed on the Requester of a Request.
- ‘Import Users’ from OneLogin has been updated to facilitate importing all Users (as opposed to the previous limitation of only 1000 users).

- Resolved multiple issues regarding appointments and meetings linked to Service Requests and having 'Synchronize With' option set; previously, users were unable to delete appointments or change the "Synchronize with" setting to None. The following design changes were made to resolve these issues:
 - Enabled the "Synchronize with" field whenever a user updates an Appointment or Meeting linked to a Service Request. Previously, it was disabled during request updates.
 - In Service Requests, if "Synchronize with" is changed to "Begin work", then "Begin Work" time will be changed to a "Meeting Start" time. All appointments and meetings linked to this request with "Synchronize with" option set to "Begin Work" will all be updated to the same start time.
 - If "Synchronize with" is changed to "Due by", then the Service Request "Due by" time will be changed to the meeting's start time. All appointments and meetings linked to this request via the "Synchronize with" option set to "Due by" will all be updated to the same start time.
 - If the "Synchronize with" option is changed to "None", then no changes will be made to the Service Request.
 - If the "Begin Work" time is changed in a Service Request, all appointments and meetings linked to this request with "Synchronize with" set to "Begin work" will all be updated to the same start time as "Begin Work" setting.
 - If Service Request "Due By" time is changed, then all appointments and meeting linked to this request with "Synchronize with" set to "Due By" will all be updated to the same start time as "Due By" setting in Service Request.

1.1.3. Cloud9

- The 'All Workspaces' view has been implemented in Cloud9 for Privileged users.
- Two new tabs have been implemented in the Request Preview for privileged users: Requester Properties and Requester Company/Requester OU Properties.
- Updated Customization settings in the Portal Designer, allowing for allowing larger logo file size and dimensions.
- Placeholder texts for editable fields in Cloud9 have been changed from 'Empty' to field-appropriate placeholders.
- Additional End User customization options have been implemented especially to customize the Home Page for End Users; visibility of the following options for End Users can be customized:
 - Banner Notifications
 - Opened Requests KPI
 - Urgency KPI
 - Average Response Time KPI
- 'Cloud9' title text has been removed from pop-up notifications displayed upon creation of new requests and new solutions.
- Cloud9 browser tabs/window titles will now accurately reflect the name of the currently opened view.

1.1.4. AD / Windows Password Reset

- The AD/Windows Password Reset component has been revised to support the following operating systems: Windows 7, Windows 8, Windows 8.1 and Windows 10 OS.

2. Application Bug Fixes

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

- While printing Service Requests, the data for reference Custom Fields will be printed correctly.
- Resolved an issue with closing a Parent Request of a Project containing many Child Requests.
- Resolved issues with requests submitted via email, where Starwatch Service would delete attachments imported from emails.
- Field validation required for Shared Reference Custom Fields will no longer be skipped.
- When a request is closed, and if it previously had a *Due By* date set, the *Due By* date will be retained.
- When a request is closed, and if a *Due By* was not set for the request, the *Due By* date will automatically be set to ASAP.
- Resolved an issue in the Request Activity Stream when showing formatted tables imported from email by Starwatch. Tables will be formatted correctly in activity stream memos.
- Resolved an issue with concurrent request update with respect to 'Close' checkbox selection. If a request has been marked for closing in the current session, and while saving, there are concurrent request updates from another session, the 'close' status marked in the current session will not be overwritten.

2.2. Calendar

- Whenever an appointment or meeting that is being scheduled conflicts with an existing appointment/meeting, clicking on the "Conflicts with another appointment on the Calendar" link will take users to the correct scheduled slot for review, instead of bringing users to the calendar for "Today".

2.3. Manage Objects

- After removing categories from the Active Category structure and saving, the tree will be refreshed, but will be expanded to show the node where the last operation was performed.
- In the Add/Edit user form, the password field will show password mask characters instead of an empty space.

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

- In Starwatch Service, while processing incoming emails using a EWS System Email Account, emails will be marked as 'Read' before being deleted from the Inbox, in the same manner as other system email protocols (SMTP/POP3, IMAP/POP3).
- Temporary files created by Starwatch Service during email processing will be cleared 60 minutes after their creation time. As a result, Starwatch Service will not stop to process emails.
- Under System Email Account setup, the "Insert Hyperlink" option in the 'Reply Messages' configuration will no longer automatically append "*http://*" to the address.

2.5. Assets/Configuration, Discovered Hardware

- While creating assets from Discovered Hardware, changing the product type will no longer change the asset type automatically.
- Deleting workstations using the right-click context menu in Discovered Hardware view will no longer throw exceptions and will delete the selected workstation correctly.
- Deleting multiple workstations with the same name from Discovered Hardware will no longer throw an exception and will delete the selected workstations correctly.
- In the Discovery Schedule, the Domain Tree will no longer load automatically when users switch to schedules that have the 'Domain' type scan selected. The domain tree will only be loaded when the user clicks on the new 'Load Domain Tree' button.

2.6. Purchasing

- Resolved an issue with maximizing the Purchase Order window.
- When Items are received from a Purchase Order, Asset Tags will no longer populate automatically, and the Asset Tag field will be enabled, allowing the user to key in Asset Tags manually.

2.7. Application Level / Miscellaneous

- While launching ServicePRO WebTop, WSODs will no longer occur if the application is unable to clear INetcache.
- Searching for a user name with an apostrophe in Global Search will return the user in the search results correctly.

2.8. Cloud9

- Placeholder text for Custom fields will display correctly as below:
 - If the Field Name is a user-entered text, it will be displayed as the placeholder
 - If the Field Name is NOT user-entered text, it will display the pre-defined text as the placeholder
- While rendering 'Horizontal Lines' in Custom fields tab in Cloud9, unwanted vertical space above and below the horizontal line have been removed.
- Resolved issues with Windows Login when returning to the login screen using the 'Back' button in the browser.
- When submitting a New Service Request from Cloud9 in ServicePRO Professional Edition, environment selection of Service Types will be facilitated without having to select a category.
- When an End User is logging a request in Cloud9, if the Folder field is hidden, the request will be submitted to the Default Dispatch folder instead of incorrectly placing it in the root OU.
- While an End User is submitting Service Requests in Cloud9, if the Service Center field is hidden, all Service Request types available to the End User (regardless of Service Center association) will be available in the Service Type dropdown for selection.

- When a Service Request is to be submitted by an End User in Cloud9 without selecting a specific Service Center, the following Service Request Types will be available for selection in the Service Type dropdown:
 - End User's default Service Request Type
 - Request Types associated with all teams
 - Request Types associated with the End User's specific team
- Default taglines (signatures) added to emails sent from Cloud9 can be controlled by Administrators with 2 new Portal Designer options:
 - "Include Default Tagline"
 - "Default Tagline"
- While submitting Service Requests in Cloud9, for both End Users and Privileged Users, when both Generic Service Requests and Generic Purchase Requests are hidden, the Service Center hierarchy will only contain Service Centers which have types associated with them.

3. Client-Specific Bug Fixes

Notifications have been sent to specific clients regarding bug fixes worked on in the last 4 months.

4. 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

5. Notifications

5.1. Google Chrome and Silverlight Support

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.

- For more information on NPAPI depreciation, please consult: <http://www.chromium.org/developers/npapi-deprecation>
- ServicePRO will continue to work properly with Internet Explorer and other supported browsers.

5.2. Help Files and Documentation

ServicePRO Help Documentation has been replaced with:

- Show Me Videos, embedded in the application
- The ServicePRO Wiki, available at: <http://www.servicepro.wiki/>

5.3. Reminder to System Administrators:

An optimization done in Starwatch Service and Rule Service with the Q4 2015 release 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.