ServicePRO
workflow management solution

August 2017
Maintenance Release
Release Notes

14.2.10.3

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ServicePRO – August 2017 Release – Release Notes

1. Updates and Enhancements

- Customer Authentication is now required to run ServicePRO updates. If you wish to perform upgrade on your own, please contact ServicePRO Tech Support to receive the password.

- ServicePRO Web - Self-Service and Mobile Portal is now available.

  o Detailed documentation is available on the ServicePRO Wiki:
    http://www.servicepro.wiki/wiki/1133/servicepro-ServicePRO Web

- Single Sign On feature using OneLogin is discontinued Instead, Single Sign On is facilitated via ADFS integration.

1.1. New Features

New features implemented in ServicePRO and ServicePRO Web are listed below.

1.1.1. ServicePRO

- ServicePRO Desktop is now available. After updating to this release and launching the deprecated ServicePRO OOB, it will be automatically upgraded to ServicePRO Desktop.

  o If upgrading from a version <=14.1 you must uninstall ServicePRO OOB before installing ServicePRO Desktop.

  o If multiple users have installed ServicePRO OOB on an individual workstation, then you are advised to proceed with one of the following options:

    ▪ ServicePRO OOB must be uninstalled by all users on that workstation.

      OR

    ▪ When given the option, the administrator should choose not to uninstall Silverlight on client PCs during the ServicePRO Portal incremental update.

- If you are already on ServicePRO, you may choose to continue accessing it from within Internet Explorer 11. New installations of ServicePRO will be accessed exclusively through ServicePRO Desktop.

- Screen Sharing has been updated to remove the Silverlight dependency for End Users joining a session.

- You can now get the Desktop Alert notification even if the ServicePRO application is minimized. If 'Desktop Alert' has been chosen by the ServicePRO Desktop user in User Options for notifications, the alert will be shown as a system-level desktop

notification/alert outside of the application instead of only within the ServicePRO window.

- o Desktop Alert requires .NET 4.5 or greater.

- Copying Memo traces from the Request Activity Stream is now possible using Ctrl+C.

- When setting a data source for the blank Custom Report template, stored procedures may now be used. Only stored procedures starting with 'hssp_report' will be executed.

- Feature to persist the user's custom spell check dictionary during future updates to ServicePRO has been implemented. (i.e.) Any words added to the custom dictionary after updating to this version will be persisted.

Note: While updating to this 14.2.10.3 version, any words added to the custom dictionary from the previous version will be removed as it was with earlier versions.]

- Enhancements have been implemented in Approved Purchase Request View/ Place Order View to facilitate the user to refer back to the Parent Purchase Request while reviewing the Purchase Items for placing the order. Also, enhancements have been made under Request Properties tab of Request Preview to show the Parent Purchase Request # if it's an Item request.

- Idle user detection for Floating License User sessions and auto signing out after specified timeout is introduced in both ServicePRO and ServicePRO Web. User will be shown an alert after the specified idle timeout and will be given 5 minutes grace period before performing auto-sign out.

- Inserting a Chart Component is included when designing Custom Reports using Blank Report Template.

- In the interactive Home Page tile for Charts, searching by full or partial chart name is facilitated while performing the Charts Selection.

- A new interactive Home Page tile for Custom Reports preview is made available.

- The SQL Server Agent job that is automatically created and scheduled to re-index the ServicePRO Database to maintain ServicePRO performance will be recreated when updating to this version.

      ○   The job schedule has been updated to run every day at 3 AM instead of every Saturday at 3 AM.

      ○   A new step has been added that performs the following maintenance tasks:

           ■   Deletes all Reminders that are older than 2 months

           ■   Deletes all Events that are older than 2 months

           ■   Creates additional indexes to improve Business Rule performance.

           ■   After selecting Rule Mail Recipient records older than 2 months into a backup table, all records older than 2 months are deleted from the primary table.

           ■   After selecting Rule Mail Notification records older than 2 months into a backup table, all records older than 2 months are deleted from the primary table.

           ■   All Business Rule Statistics records are deleted after 2 months.

1.1.2. ServicePRO Web

- In ServicePRO Web, the 'Audit Current Workstation' function may now be disabled for Licensed Users from Portal Designer > Licensed User.
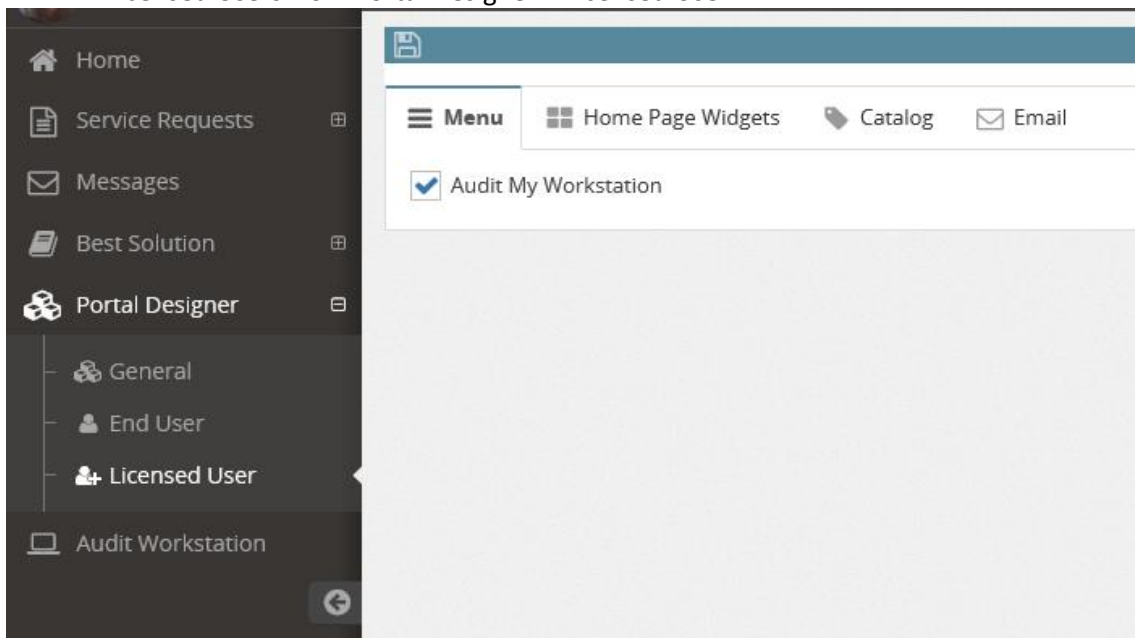
- Option to perform advanced Search for Service Requests is available for Privileged users in ServicePRO Web.

- Passing User credentials through ServicePRO Web URI in order to allow direct Authentication to ServicePRO Web is now allowed

- A new single form mode for logging requests has been implemented in ServicePRO Web with customizable options for the sections and the fields. From the Portal Designer,

ServicePRO administrator can set the preferred mode [form or wizard mode] for logging requests. However, the user can switch between the modes while logging the request. As in the wizard mode, only for privileged users, the 'Project Tree' will be loaded while submitting project requests in the Form Submission Mode.

- In the Workspace view, All Workspaces and Timesheet views in ServicePRO Web, options are added to pin or unpin the folder tree and/or support rep tree as needed.

1.1.3. **Password Reset Utility**

- In the Password reset component, enhancements are made to make ServicePRO as default credential provider which means user would see the "Reset password using ServicePRO" link:

    1. If Password reset is configured using the command line as before, it will work as is now. [ServicePROPasswordResetter.exe /Install:<link>]

    2. If the Password reset is configured using the new command line parameter /DefaultCP, this will change default Credential Provider so that by default HSWCredentialProvider will be the default CP which means user will see "Reset password using ServicePRO" link [ServicePROPasswordResetter.exe /Install:<link> /DefaultCP]

2. Bug Fixes

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

- Sorting by Category in Query Results, Custom Views and Request Listing Views has been made to work consistently. Sorting will be done using the full Category path.

- When customizing Views or while designing Queries, the user will no longer have the option to select the top "Request Grid" node. Preventing the user from selecting all the filters in the tree and receiving SQL timeout errors.

- An issue with Document previews becoming unavailable when switching between Binders has been resolved.

- An issue with Custom Field Traces not being added when the value first goes from empty to non-empty has been resolved.

- An issue when saving a Service Request that was initially In Dispatch, moved to a Queue Folder and closed in one step has been resolved.

- When editing the subject line in the Send Email dialog, the default mode for text entry has been changed to 'Insert.'

- When converting a Service Request into a Project Request, all original Automatic Email Update settings, including the CC list, will be retained.

- If the Validation on Custom type fails while converting request to a project due to the current user limited permission to view custom type (via team association), proper validation message is shown instead of an error.

- If a currently open attachment is inserted in the 'Send Email' function, the application will display   a friendly message to the user indicating that "The Process cannot access the file because it is being used by another Process".

- When sending an email from a service request, if any invalid recipients are added, the application will display a friendly message to the user indicating that "One or more recipients are invalid"

- In the 'All Workspaces' view, multiple issues with drag and drop request are resolved:

    1. When the request is in 'In Queue' status in a Support Rep's inbox and moved to the current user's inbox, the request will remain in 'In Queue' status.

    2. When the request is 'In Service' and moved to a folder where current rep has Support Rep role, then it will stay in 'In Service' status.

    3. When request is 'In Service' and moved to a folder where current rep does not have Support Rep role, then it will be switched to 'In Queue' status.

- In the Request Activity Stream, filtering by Activity type, couple of issues are resolved.

    1. When 'Trace' activity type is deselected, if memo contains only trace, then it will not show an empty memo entry in the activity stream.

    2. When 'Memo' activity type is deselected, if memo contains only memo but no trace, then it will not show an empty memo entry in the activity stream.

2.2. Manage Objects

- An issue moving Queue Folders in Manage Organizational Hierarchy, which occasionally resulted in unintentional changes to the Queue Folder hierarchy, is resolved.

- In the Advanced Search for objects, whenever more than one custom drop-down field is set with search criteria, the field choices will load fine in the 'Match' combo box.

2.3. Data Analytics

- In the Query Designer, when selecting criteria for Dropdown Custom Fields, Radio Button Custom Fields and Lookup Custom Fields having more than 200 choices, the choices will now be loaded correctly.

- In Query Results, Reports and Charts, to improve the clarity of 'Request Originated by' information, the displayed text for the various VIA Code values has been updated as follows:

Request Originated By Text - Previous	Request Originated By Text - NEW
Automatic	Automatic
Web	Web
Mail	Mail

Desktop	Desktop
Self	Self
Web or Self	Self using Web
Mail or Self	Self using Mail
Desktop or Self	Self using Desktop
Rep	Rep
Web or Rep	Rep using Web
Mail or Rep	Rep using Mail
Desktop or Rep	Rep using Desktop
Business Rule	Business Rule
Audit Service	Audit Service

- When exporting lists or query results to excel or csv, date-time field values are now localized. Hence there will be no inconsistencies in the time statistics fields' data between the query results shown in the User interface and in the exported results when server and client are in different time zones.
- Whenever query results include date and date-time fields and are exported to excel, in the spread sheet, these fields will retain the date-time format. This was ensured by having the date time fields' data set with the 24-hour format during export.
- An issue where some custom fields were not included in the exported query results is resolved.

2.4. Purchasing

- While receiving a very large number of items in a Purchase Order, the user interface will be disabled until all the Items are received and the correct number of received and outstanding Items will be displayed when the receive Items operation completes.

2.5. Custom Fields

- Spell check will work fine with the text custom fields from the context menu.
- An issue with incorrect addition of memo trace with Checkbox custom field is resolved.

2.6. Active Directory Sync Configuration

- An XML exception issue while saving Active Directory Sync configuration settings is resolved.

2.7. Application Level/Miscellaneous

- Multiple application performance issues have been resolved by adding/updating required indexes and primary keys.

2.8. ServicePRO Web

- An issue with Lookup Custom Fields having validation criteria not loading objects in the selection window has been resolved.

- When all menu options except Knowledge Base are disabled for End Users from the Portal Designer, the End User will now be shown only the Knowledge Base menu.
- If the Category field is hidden to End Users from the Portal Designer, when an End User submits a Request using a Quick Request Template where a Category was not specified, the Request will now save without error.
- An issue has been resolved that resulted in the Activity Stream of affected Requests failing to load when a Memo contained an invalid <p> tag.
- An issue has been resolved that resulted in the Activity Stream of affected Requests failing to load when a Memo contained an <img> tag without a src attribute.
- In the Assignment field of Request Properties, Support Reps available to assign to the Request are now sorted alphabetically.
- When both the Service Center and Folder fields are hidden to End Users, the Category selection prompt will be filtered based on the selected Service Request Type only. Even after a Category belonging to a Service Center has been selected, if the user goes back to the Category field to change their selection, it will not filter available Categories based on the automatically selected Service Center.
- When a Privileged user creates a project request in ServicePRO Web, the request fields, including requester, will be enabled to allow the user to change the values.
- Sending email from a service request in ServicePRO Web, the support reps are now allowed to CC themselves.
- An issue with loading Custom fields having tabs with names containing special characters in ServicePRO Web is now resolved.
- An issue with saving a New Request with attachments that was using a Custom type with only one empty tab has been resolved.

2.9. StarWatch Service

- Fixed an issue in StarWatch email processing which resulted in emails containing unsupported font-size code being displayed in the Activity Stream as empty Memos.

- Fixed an issue in StarWatch email processing which resulted in emails containing unsupported alignment style attributes being displayed in the Activity Stream as empty Memos.

- Fixed an issue where the StarWatch Service was not getting started when the SQL server uses a different port number other than the default one.

2.10. Assets/Discovery Service/HDTC Audit

- While discovering items in the Discovery Service, the SNMP Discovered Items will no longer overwrite the Other Discovered Items having Similar IP Addresses.
- Transaction Issues with HDTCAudit component has been resolved.