



**January 2017**

***Maintenance Release***

*Release Notes*

*14.2.8.3*

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# ServicePRO – January 2017 Release – Release Notes

## 1. Updates and Enhancements

- The ServicePRO 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-Web>

### 1.1. New Features

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

#### 1.1.1. ServicePRO & ServicePRO Web

- Login Integration with Active Directory Federation Services (ADFS) has been implemented. Detailed documentation of this integration is available on the ServicePRO Wiki.
- Two additional date input masks for specifying date in US format have been implemented in the Masked Entry field.
  1. US Date with Two digit year (MM/DD/YY)
  2. US Date with four digit year (MM/DD/YYYY)

#### 1.1.2. ServicePRO

- The following new home page interactive tiles have been implemented in ServicePRO.
  - An interactive tile that lists public queries and the current user's private queries.
  - An interactive tile that lists public custom reports and the current user's private custom reports.
  - An interactive tile that displays the 'In Queue' requests view.
  - An interactive tile that displays the 'Overdue' requests view.
- With the Interactive tiles Home Page Interface, a Quick Find by reference number option for Service Requests has been added to the Top Menu Tool Bar. And has been removed from Drop-Down ServicePRO Menu.



- In Notification templates, Rule Work Flow template, System Email Auto Reply template, System Email Outgoing request update template and in the Memo template, for the below variables, values will be populated using the following revised logic:
  - If the Last Memo Author's Display Name is not empty, then Display Name will be used – Else, Name will be used.

- If the Requester's Display Name is not empty, then Display Name will be used – Else, Name will be used.
- If the request is in the service of a Support Rep (and not Team) and if the Rep's Display name is not empty, then Display Name will be used – Else, Name will be used.
- If the Responsibility user's Display Name is not empty, then Display Name will be used – Else, Name will be used.
- If the Closed By user's Display Name is not empty, then Display Name will be used – Else, Name will be used.
- While using Send Email from Service Requests, if the Support Rep has chosen to include the Request History, and the System Administrator has configured ServicePRO to format the Request History as PDF, any images in the activity stream will also be added into the PDF.

### 1.1.3. ServicePRO Web

- In the New Request Submission Wizard, once the user has gone through a specific step, the user will be able to go back to that step by clicking on the corresponding tab without having to click the 'Prev' or 'Next' buttons. When a user clicks on the first tab, the 'Prev' button will be disabled. And when a user clicks on the last tab, the 'Next' button will be disabled.
- A new home page widget called 'Most Viewed Articles' that displays the most viewed Knowledge Base Articles has been implemented for both Privileged users and End Users, with options for the administrator as well as the user to set the availability of the widget.

## 2. Client Bug Fixes

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

- Fixed an issue with printing or exporting data from the Request Search Results Grid.
- First Call Resolution will be enabled by default when creating a Quick Request which has been set to 'Closed' status.
- Recurrence trace has been enhanced to include the Start Date and End Date with 'starting on' and 'ends on' prefixes respectively.
- Fixed an issue with Monthly recurrence where the Next Run Date was not computed correctly if the Active Start Date was updated after creation.
- An issue resizing the 'Edit Memo' window has been resolved.

### 2.2. Home Page

- An error seen by some clients when configuring interactive tile widgets has been resolved.

### 2.3. Manage Objects

- Resolved an issue with Manage Categories Drag/Drop operation and Reactivation which occasionally resulted in unintentional changes to the Category hierarchy.
- Fixed an issue with deleting a user object when Password Reset security answers have been configured by that user.
- Removing a user from a Team that has the Support Rep role assigned will no longer un-assign that user from all service requests if the user also has the Support Rep role granted directly or through another team.
- When a user is removed from a Team having 'Support Rep Role' the role will also be removed from the user, unless the user has the role assigned directly or through another team.

### 2.4. Purchasing

- An issue with memos not populating from Purchase Requests to Purchase Orders and updates made to Purchase Orders from the grid view not populating has been resolved.

### 2.5. ServicePRO Web

- An issue with the interactive home page not loading all widget data correctly in some larger databases has been resolved.

### 2.6. Starwatch Service

- Fixed an issue with StarWatch EWS email processing where non-printable hexadecimal characters present in outgoing emails caused errors and eventually stopping email from being processed.