



January 2020

Maintenance Release

Release Notes

14.2.16.x

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ServicePRO – January 2020 Release – Release Notes

1. Updates and Enhancements

- **SQL Server 2008 R2 Support Update:** If both SQL Server and Client machines are on different time zones, ServicePRO schedules will have time discrepancies. We strongly advise you to upgrade your SQL database server to SQL Server 2012 or a later version before updating to the January 2020 release. For more information about SQL versions supported, please refer to [ServicePRO Technical Specifications](#).
- Customer Authentication is now required to run ServicePRO updates. If you wish to perform the upgrade on your own, please contact ServicePRO Tech Support to receive the password.
- ServicePRO is now Azure compliant and works seamlessly with Azure cloud. You can now use your existing Azure subscription to host ServicePRO. If you are interested, please contact ServicePRO Support Team for more information.
- ServicePRO Web - Self-Service and Mobile Portal is now available.
 - Detailed documentation is available on the ServicePRO Wiki: http://www.servicepro.wiki/wiki/1133/servicepro-ServicePRO_Web
- Single Sign On feature using OneLogin has been discontinued. Instead, Single Sign On is facilitated via ADFS integration.
- **Legacy End User Portal and Legacy Mobile Portal End of Life**

Starting with version 14.2.11.17, the Legacy End User Portal and Legacy Mobile Portal are coming to End of Life. These portals will continue to work but we strongly recommend you to install and use ServicePRO Web - Self-Service and Mobile Portal.

If your business requires more time to move to the ServicePRO Web - Self Service Portal for end users, you may continue to use Legacy End User Portal but there will be no bug fixes and enhancements. At the same time, we strongly recommend to install ServicePRO Web to be used by Licensed Users in both desktop systems and mobile devices.

NOTE: If you continue to use Legacy End User Portal, the Request Detail Link, the Approval Link and the Suggested Solution link sent to End Users will continue to work. However, in order for these links to work for licensed users, ServicePRO Web needs to be installed. For more information, please contact the ServicePRO Support Team.

1.1. New Features

New features implemented in ServicePRO and ServicePRO Web are listed below. Additional detailed user guide documentation on these features will be available at <https://servicepro.wiki/Attachments/Documents/Jan2020Release-FRs-Documentation.pdf>

1.1.1. ServicePRO & ServicePRO Web

- ServicePRO Web is available as a Mobile App called “ServicePRO Mobile” for Android users in the Google Play Store now.

For iOS devices, ServicePRO Web can be added to the Home Screen for easy access through Safari browser.
- End users who are not the requester of a service request, by default are not allowed to update the request by replying to any emails they have received from the request. In the case where the environment has access to a floating license, the system can be configured to allow end users to update requests for which they are not the requester. This feature could be allowed for CCed users in the request notifications section or could be allowed for any end user that has received any prior system emails for that specific request.
- ServicePRO will now facilitate the users to perform advanced search in Assets on “Allocated To” fields using the match filters "Not Equal" and "Does not contain" along with the exiting options like ‘Contains’ ‘Starts With’, ‘Ends With’ and ‘Equal To’.
- ServicePRO now facilitates the administrator to control the update of an existing service request that has a Due By date in the past. If the administrator wishes to configure this setting, this can be done from the within ServicePRO’s System Options under the General tab function. By default, the option is selected as “Do not allow to save request”.
- ServicePRO Desktop application and setup have been enhanced to show “Test Environment” in the ServicePRO Desktop application title when it’s a Test Environment.
- ServicePRO now facilitates the administrator to control the visibility of Starwatch Service and Business Rule Service activities in the Service Request Activity Stream to the Support Reps. By configuring the settings in the ‘System Options’, the administrator can restrict the visibility of these activities to ServicePRO administrators only.
- The ability to populate the Project Request/Quick Request titles with the values of the specified custom fields in the Template titles has been implemented.
- Business rule designer and business rule service have been enhanced to accommodate the following scenarios:
 - i. To allow reopening collection of requests by keeping them in their current folder itself

- ii. To allow moving collection of requests to a different folder without affecting their status (i.e. keeping them closed/approved if they were originally closed/approved).

1.1.2. ServicePRO Web API

- Token authentication is added for ServicePRO web API, in addition to the existing Basic Authentication.
- A new API method is added to return the currently logged in user's basic details like Name, Email address and Avatar.
- The Get Request API is enhanced to return the last public memo with embedded images in base64 format.

Detailed documentation on ServicePRO Web API is posted in the ServicePRO Wiki.

https://servicepro.wiki/Attachments/Documents/ServicePRO_WebAPI_UserGuide.pdf

1.2. Add-On Feature Enhancements

The following new features are introduced in the product and these are available based on custom request(s). Please contact our ServicePRO Customer Support Representatives if you are interested in these add-on features.

*****Additional charges apply for enabling these features***

- **Customized Rating Survey** - A feature to facilitate rating of the Service Requests with Customized feedback questions has been implemented.
- **JAMES Chatbot** - Help Desk Technology has partnered with *Actionable Science* to incorporate their AI powered conversational Virtual Assistant called "James" in ServicePRO.
- **Integration with JIRA** - ServicePRO integrates with JIRA using the Zapier platform and ServicePRO JIRA Plug-in.
- **Best Solution Request for Publish, Review and Rating** - New feature to Review and Rate Best Solutions is introduced in ServicePRO and ServicePRO Web as a separate add-on.
- **Attachments Extraction Utility** - A utility to extract and export all the attachments from ServicePRO is available.

2. Bug Fixes

2.1. Service Requests/Project Requests/Quick Requests

- 'Create solution' will be available only for closed requests.
- An issue with exporting Activity stream to PDF in ServicePRO is resolved.
- An issue is resolved where a black line in emails caused the text to be invisible.
- Request Business Rules and Email Business rules will now allow assigning a request to a support rep and closing the request in one step.
- An issue with saving project request to disk when the title contains '/' symbol is now resolved.
- An issue is resolved where multiple project child requests were created when the conditions for after events are on multiple tasks.
- Tool tip is now available on the tool bar button to reset the customized Service Request view back to default.

2.2. Project template

- An Issue is resolved where the category dropdown for child requests in project template would show the option to [inherited] or [in sync] with parent category despite not sharing the same parent request type and parent folder.
- An issue is resolved where [Inherited] or [In sync] from Parent request was not always available during the Form Type selection.

2.3. Custom Forms / Custom Fields:

- An issue with pasting the Custom field into another tab in a Custom Form is now resolved.
- Resolved an issue with the Custom Forms designer user interface when the label has a long text.
- Resolved the issue which disallowed adding any new Custom form fields.
- Resolved an issue where the child element in the FRX relationship was not getting updated with the appropriate value when the parent field met the FRX validation.
- Resolved an issue with Custom Form Date-time fields when the server and client are in different time zones.

2.4. Data Analytics

- An issue where the service time statistics values presented in the reports/queries that were run manually, was not matching with the reports/query results received through scheduled email has been resolved.

- An issue is resolved with the Query Criteria window where the 'And' and 'Or' operators were not getting saved correctly.
- An issue is resolved with time stat calculations when moving multiple requests.

2.5. Best solutions

- 'Request for Publish' Add-On feature - More than one support rep can edit the best solution and request for publish before it's published by the administrator.

2.6. StarWatch Service / Email Inbox

- Issues with processing inline GIF images in the emails by both the Starwatch Service and the Email Inbox functions are now resolved.
- An issue is resolved where a back-slash symbol in Mail Account Name generated error in Starwatch error log.
- An issue is resolved where email replies from exchange append [EXT] or [External], which was preventing StarWatch from updating the request when users reply to the system generated emails.

2.7. Business Rules Designer / Business Rule Service

- An issue is resolved where pipe symbol in the Category name caused corruption in Business Rules.
- An issue with respect to calculating the next run date time for a rule when there is time zone difference between the server and client is resolved.
- An issue that occurred on the business rule Designer screen when the user navigates from one rule to another quickly is resolved.

2.8. Purchasing

- An issue with sorting in "Purchase Order" – "Receive" Grid is resolved.
- An issue with receiving a purchase order with around 5000 or more items is resolved.
- An issue is resolved where incorrect status was being displayed in Purchase request approval list.
- Purchasing Place Order screen now has the grouping for individual purchase requests.

2.9. Search

- Performance improvement for both advance and global searches, is implemented.

- An issue with asset allocation to Organizational Unit is resolved.
- An issue where the user was not able to search using Lookup Box Custom Fields is now resolved.

2.10. Active Directory Configuration / Synchronization

- An issue with Active Directory Import is resolved where it was not updating the existing ServicePRO users when the mapped AD field(s) value is changed.

2.11. Discovered Items

- Performance improvement introduced within the Discovered Software module.

2.12. Miscellaneous

- ServicePRO Activation utility will display the correct default password - "servicepro"
- Resolved an issue with "Update License" function.
- Improvements made for SQL CPU utilization when parallel SPIDs running that is calling recursive CTEs.

2.13. ServicePRO Web

- An issue is resolved where purchase item price not updated when selecting a vendor in the "Add Request Wizard" view.
- An issue with View-Only Reference Custom fields not appearing while creating a request using a Quick Template is resolved.
- An issue with Lookup Custom fields not appearing while creating a request using a Quick Template is resolved.
- An issue is, now resolved where end users were not able to update the urgency when creating a request using project/quick template.
- Resolved an issue where the line breaks were not retained in the Custom Form Labels when it contained multiple lines of text.
- An issue is resolved where 'My Workspace' was not loading while running ServicePRO Web on browsers in tablets or mobile devices having large screen width.

2.14. ServicePRO Web API

- An issue with 'PATCH' Service Request API to patch the request status has been resolved.