

SerivceDesk Plus 9.0 ReadMe

Request

Request Trash

- To recover, view, restore deleted requests
- When a request is deleted the request will be moved to trash where the user will just be able to view that specific request details
- The request will automatically be deleted from the trash after 24 hours from its time of deletion(Usually the request can stay in trash for a maximum of 47 hours as the schedule runs only for once a day - not configurable)
- The behavior of the request in trash is similar to that of delete. All its related associations will be removed. The user can also restore the request. When the request is restored, all its related associations will be recovered back.
- The technician with "delete request permission" will be provided the trash view access and also to restore or permanently delete the request from trash

Enhancements in Linking Requests

- In order to avoid vague linking of requests, a new comment box arises whenever the requests are linked. This box features a text area where the user can provide some comments/reason/description/etc. and can link the requests.
- These comments will be shown in the history and also on hovering over the request link in request list view

Reply Template

- Earlier Reply templates can have only static content. Now Reply Templates can be customized with Request field values (similar to other Request notification templates)

OnHold Scheduler

- Request when put to onhold(timer stopped) status, can be scheduled to change to a particular open (timer running) status at a specific date and time. The scheduler features also a reason area where the user can say the reason why the request has been moved to that status or something related to that.
- This schedule information will be shown in the request list page onhovering over the icon nearby status.
- This scheduler box will be opened only for technicians with "Request Reopening" permission.
- Also the status rules defined will be based on the "FINE GRAIN ACCESS" (FGA) rules set.

Reply Mail Status Change

- In order to enable the technician an ease of access, he/she is provided with a new feature such that whenever the technician replies to a request, he/she can change the status of the request to timer running or a timer stopped status by selecting the status on the bottom of the reply description.
- The status of the request is changed only when the mail is sent successfully

Service Catalog

- Reordering the resources inside the service catalog is introduced
- When technician wants to raise a new service request from one/more linked incidents, then he/she is provided with a ease of access by clicking the "ACTIONS" menu in the request details page and can click "create service request".
- The create service request popup gets 3 inputs: the catalog, the template and some comments
- After that the "auto fill" populates all the user details of the incident requester hence providing a simpler way to raise a new service request
- On creating the service request, the new service request created will be linked to the incident request from which the service request was raised with the comments hence indicating the use/reason of raising a service request.
- Service Category of Service Catalog can be changed while copying a Service Template.
- Under Requester login, all the first level approvers configured in the service template in "Select Approver" field will be shown by default.
- Feature to set "ReportingTo" or "Manager" field of users through CSV import based on "Reporting To Email" has been implemented.
- "Reporting To" or "Manager" field can be imported through scheduled CSV import has been implemented.

Service Request to Purchase Order association

- This feature enables the technicians to associate service requests to purchase order and vice versa, provides option to view associated requests/purchase orders from the other module. Sends notification to associated service request's technicians on rejection, partially/fully receiving items of the purchase order.

General

Robo Technician

- Support for Active Directory password reset using Robo technician in 64-bit installation

Lucene Search

- Enabling high speed Lucene search for request and solution module.

Dashboard Enhancements

- The features enables to bring in the generated report charts to the Dashboard

Task Enhancements

- Marked task owner of the dependent task will be assigned once it's parent tasks are closed.
- Inline edit of task attributes under task list view provided.
- Dependent tasks will have a dependency icon before title under task list view. On-hovering the same the parent tasks will be highlighted under that list.

Calendar

- New button 'TODAY' in calendar to set current date.

Change Management

- **Change Template:** Option to create multiple Change Templates and specify a workflow for each template.
- **Change Workflow:** To represent the business change process as a workflow. Support for creating a normal template and an emergency template with each having its own workflow
- **Stage and Status:** Six stages of Change path. Submission, Planning, Approval, Implementation, Review and Close. Each stage has their own status list.
- **Notifications:** Notifications based on status - Option to configure the roles to whom the notification should be sent when a change comes to a specific status
- **Others:** Support for specifying the closure code, down times, impacted user and assets, reason for change and the risk involved in the change

Asset Management

Software License Enhancement

- Detecting suite software installations automatically based on rule.
- New enhanced UI is introduced in software details and list view page.
- Support for upgrade and downgrade license.
- Support for license management of software suite.
- Ability to purchase upgrade licenses from Purchase Order.
- Site based software compliance.
- Customizable report for software.

CMDB API

- CMDB API helps in adding, updating, fetching or deleting CIs, relationships between CIs and other CI Type operations

Purchase

Multi currency support

- Multi-currency support in purchase order for procuring assets/services from different vendors who deal with different currencies

Issues Fixed in 900

Request

- Notification for the requester when a request is assigned to a technician via native app is provided.
- "Notify Requester when a new request by mail" notification will not be sent for Spam Mails.
- "Notify requester when a request is assigned to a technician" notification is not available in the Professional and Standard Edition has been fixed.
- Issue in calculating time spent on request if it is in On-Hold status during weekends/holidays has been fixed.
- Marking Conversation status as public/private in MySql has been fixed.
- Business Rules configured with TO/CC field having "Contains/does not contains" criteria and it has multiple values, then the criteria will be disappeared in list view and edit page. [NOTE : We need to users having problem with the BR with above criteria to be edited and saved once to show the criteria properly in the UI]
- In Business rule, condition is saved as 'Ends with', on choosing condition as 'Begins with' has been fixed
- While adding new request, base href tag getting appended to link tags has been fixed.

Service Catalog

- User configured in the 'Reporting to' or "Manager" field get removed after Active Directory/LDAP/CSV import.

General

- Error occurred while performing search in template list view has been fixed.
- Error occurred at sometimes in dashboard for Request_Received_In_Last_X_Days, Request_Closed_In_Last_X_Days has been fixed.
- Performance issue has been fixed when attaching files under change, problem, project and milestone Details page.
- Unable to send reply/forward (Request module), Notifications (Problem / Change module), if the inline image present in the content does not exists in the respective folder.
- For some Languages, Action button missing in Requester List view page has been fixed.

Purchase

- Unable to create software product from "Add New Purchase Order" page.
- If the PO is approved, clicking on the link provided in approval notification mail leads to a page which displays "You cannot approve this PO".
- Unable to send PO approval notifications if the description contains \$ symbol.
- PO approval in non-login mode doesn't work if \$ symbol is present in the comments.
- "Associated software" menu in PO details page is not working when PO is in closed state.
- Loading products list is too slow in create new PO page if the number of products is huge.
- XSS vulnerability issue while submitting the PO for approval.

Issues Fixed in 900

Asset Management

- Workstation Advanced filter : RAM (in MB) filter is not working.
- Workstation Advanced filter : Model name filter is not working in Internet Explorer.
- Error occurred while viewing printer details page.
- Error occurred while performing "Save and Add New" from create new server page.
- Assets by region graph is not showing correct data.
- Scan - Proper error message is not displayed if duplicate Service Tags are added under Admin --> Scan settings --> Invalid service tag list.
- Scan - Software not scanned in Japanese Ubuntu linux machines.
- Scan - Memory leak issue during Agent scan.
- Scan - Error occurred while scanning a linux machine if the linux machine is not configured under any domain.
- Scan - Usability issue in displaying BIOS version in the workstation hardware details page.
- Scan - Solaris scan : Total memory displayed with wrong information.
- Scan - Sudo support is enhanced using "sudo su -" command for all unix based scanning.
- Remote Server - Cannot push data to central server due to invalid xml characters in printer details.
- Remote Control - Dameware remote control showing \$DOMAINNAME instead of the Domain value.

Contracts

- In add new contract page, invalid E-Mailid is getting saved for "Users to be Notified" field.
- Contract which is already renewed is being allowed to renew once again.

Reports

- Updating the company details in Admin is updated in the generated report.
- Cannot generate the Audit history report after restoring postgresql data.
- In PGSQL, Report generated using piechart with axis column as overdue status shows only overdue request has been fixed.
- Issue with constructing custom reports by including On-Behalf-Of user column of incident/service request has been fixed.