



December 2018

Maintenance Release

Release Notes

14.2.15.x

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ServicePRO – December 2018 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 later versions before updating to December 2018 release. For more information about SQL versions supported, please refer to [ServicePRO Technical Specifications](#).
- **ServicePRO Desktop is now Compatible with Mac OS.** Please contact our ServicePRO Tech Support for more information.
- 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/Dec2018Release-FRs-Documentation.pdf>

1.1.1. ServicePRO & ServicePRO Web

- Autocomplete Mode - A new option to control autocomplete behavior on recipient user name search fields has been added under System and User Options, allowing system administrator and individual users respectively to select 'Filter Only' or 'Filter and Auto Select' as possible options.
- Homepage Chart tiles now have the option to Show/Hide the chart legend.
- Users now have the ability to associate a discovered Item to any asset type (Previously only to Workstation and Hardware types). The existing assets pane, under Discovered Hardware now has a search option to search for any assets if not listed.
- Purchasing now allows you to switch the asset type on the asset creation form when receiving multiple assets from a Purchase Order.
- Place Order, Approved Items grid now allows you to 'Select All' or 'Deselect All' items on list.
- Deletion of multiple selected custom fields is now possible. User will be prompted with detailed validation confirmation and will be able to select which fields to delete.
- Save / Submit text labels have been added beside the save and submit icons when creating a new request or updating an existing one in ServicePRO Web.
- Asset field on service request forms can now be set as 'Required', 'Optional' or 'Hidden' from the System Options.
- ServicePRO Web Fast Mode [Edit] and [New Request] ribbon menu options can now be optionally shown or hidden via the portal designer.
- Query exported time stats related fields could now be set to export in seconds.
- A new option under Custom Fields designer has been added to control if FRX fields are preset with a default value after validation matches on parent field. Users now have the ability to turn off the auto population of the FRX field.

1.1.2. ServicePRO Web API

- Enhancements and additional API [GET] calls have been implemented for other ServicePRO objects including: Users, Support Reps, Categories, Queue Folders, Service Catalogs and Best Solutions.

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

2. Bug Fixes

2.1. Knowledge Base

- An Issue is resolved where attachments would not attach to a KB article if attached from the Document ribbon view.
- An issue is resolved to fix inline images not loading when creating a new KB Article using the 'From this request' option on a closed request.

2.2. Manage Objects / Advanced Search

- An issue with adding secondary email addresses that contained underscore and were similar to existing emails has been resolved.
- An issue is resolved when performing an advanced search on custom fields having a date/datetime value or multiline text field.

2.3. Active Directory

- An issue with AD pass-through has been resolved where some users were unable to login due to 'AccountDisabled' flag never being set.
- An issue is resolved where Department name, email or team name was truncated to 50 characters when AD Sync created the object in ServicePRO database.

2.4. Users Currently Logged in

- An issue has been resolved which would cause request related tiles to throw exception when 'Users currently logged in' module was opened earlier then tile was manually refreshed.

2.5. Workspace / Request Ribbon

- An issue is resolved with ribbon context not loading if viewed on a virtual environment.

2.6. StarWatch notifications

- An issue is resolved with TO/CC users not receiving one common email if they are part of the same permission group and token authentication has been disabled. Users will again see TO/CC populated with all other recipients of that email.

2.7. Project Templates / Templates

- An Issue is resolved where Current Date was not populating on the custom datetime field when creating a project request.
- An issue is resolved which was not correctly populating default values when custom form is updated after creating project template or quick request template

2.8. Documents

- An issue is resolved where there were problems decrypting attachments when a user uses the Forgot passphrase to change their passphrase.

- An issue is resolved with opening JPG attachments when the associated program is paint.exe.

2.9. Data Analysis

- An issue is resolved when generating scheduled chart using custom request type with trailing or leading space characters, which resulted in throwing an exception.

2.10. ServicePRO Web

- Issues with displaying date formatting throughout SP Web when viewed in the UK region have been resolved. All dates will now display based on the correct region, i.e. UK DD/MM/YYYY.
- An issue is resolved, which was incorrectly showing an [x] image for radio button field when having default value set.
- An issue with loading some custom fields in IE11 browser has now been resolved.
- FRX validation and visibility conditions containing quotes, brackets and other special characters will no longer throw any errors.
- An issue where required fields were not prompting on custom survey form has been resolved by a design change in the Custom Fields designer when setting required fields.
- An issue is resolved where session was not recovered after prolonged inactivity resulting in SP Web crashing.
- An issue with a team containing an ampersand in the name used on Fast Mode team has been fixed. It will now correctly display on the Portal Designer UI.
- Login issue when using a password with specific special characters has now been resolved.

3. 14.2.15.x Post Release Update

3.1. New Features

- ServicePRO Desktop application and setup have been enhanced to show “Test Environment” in the ServicePRO Desktop application title when it’s a Test Environment.

3.2. Bug Fixes

3.2.1. Service Requests/Project Requests/Quick Requests

- Resolved an issue where multiple Create After Event (CAE) child requests were created in scenarios where the conditions for CAE are on multiple tasks.

3.2.2. Custom Form/Custom Fields

- Resolved the issue which disallowed adding any new Custom form Fields.
- Resolved the issue where the child element in the FRX relationship was not getting updated with the appropriate value when the parent field meets the FRX validation.
- Resolved an issue with Custom Form Date-time fields when the server and client are in different time.
- Resolved an issue with Custom fields deletion that is specific to SQL 2008 R2 Database.

3.2.3. StarWatch Service/Email Inbox

- Issues with processing inline GIF images in the emails by both the StarWatch Service and the Email Inbox functions have been resolved.
- Resolved an issue with loading emails in ServicePRO Email Inbox from a GMail mail box using IMAP protocol when the received emails have time zone information specified in different formats.

3.2.4. 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 unless there was at least one mapping to a ServicePRO Custom User field.

3.2.5. Purchasing

- Multiple issues with purchase order ‘Receive’ operation have been resolved.
- Implemented the grouping by Purchase Requests in the Place Order screen.
- An issue with sorting in Purchase Order – Receive Grid is resolved.

3.2.6. Assets

- The 'Discovered Software view' has been optimized for performance while loading the discovered software items.
- A usability issue with Asset Explorer tree view where it was not retaining the context of the node in the tree after changing the allocation to an asset has been resolved.

3.2.7. ServicePRO Web

- An issue with Lookup Custom fields not appearing while creating a request using a Quick Template has been resolved.
- An issue with View-Only Reference Custom fields not appearing while creating a request using a Quick Template has been resolved.

3.2.8. ServicePRO Web API

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