



December 2022

Maintenance Release

Release Notes

14.2.20.x

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ServicePRO – December 2022 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 November 2020 release or a later 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
- ServicePRO now allows Active Directory Passthrough authentication for privileged users when accessing the application outside the domain network (e.g. from home computers/laptops), by validating and registering the external device using a one-time password.
- ServicePRO is now compliant with Microsoft Azure Active Directory and Multi-Factor Authentication. Limitation: When MFA is enabled in Azure Active Directory for the ServicePRO user, then that user cannot login to ServicePRO or ServicePRO Web application using the Domain authentication. The user can login either using AD Pass through Authentication or using ServicePRO Authentication, from both ServicePRO & ServicePRO Web.
- **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 has reached End of Life. If you are still utilizing these portals, please contact ServicePRO Tech Support for more information.

1.1. 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 any of 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, Rate best solutions and the feature to facilitate the Support reps to ‘Request for Publish’ for a Best Solution are 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

- The issue where Request assignment is got removed when a closed request (that was not assigned previously) is reopened, assigned to a rep, and closed at the same time is now resolved.
- In a project request template, when there are 2 or more after events for a task and if the ‘Create Task’ is changed to ‘Instantly’ and saved, all the after events are automatically removed now.
- Issue when a Service request is merged in to a project request where after events are not triggered automatically, is now fixed.
- When child requests with after events are separated into folders and where the child requests’ ‘Form Type’ is set to ‘Insync’ from the parent was not previously syncing is now fixed.
- Performance improvement were made when saving and closing project requests with specific settings in the Notification templates and with specific CAEs.

2.2. Data Analytics

- Sending multiple emails to the same users when ServicePRO queries are scheduled to run and email the results is now fixed.
- Viewing Charts, with ‘Request Types’ grouping, query results, were throwing an exception is now resolved.

2.3. StarWatch Service / System Email Account / User Email Account / Text Messaging

- CC 'ed non-ServicePRO user(s) in the emails, are no longer created as a user in ServicePRO when the "Do not create user" option is selected under System email account settings.
- Looping emails is now prevented when system email account is CC 'ed in the incoming email.
- Could not find a part of the path C:\HelpSTAR\HLPSTRCS\Modules\StarWatch\HStemp\...' error is fixed when opening system email account settings.
- An issue where exception was showing up while trying to send the OTP token if a primary email account is not configured, is resolved.
- Pop3Exception: Unable Connect to the server error is now resolved under the system email account.
- When the feature "End User Reply Behavior (Non-Requester)" under System email account is not enabled or feature is enabled with the option "Allow CC End users to update", requester will no longer be receiving the email advising them to contact ServicePRO customer Service.
- IMAP Unauthorized Access Exception while processing Incoming emails is now resolved.
- Issues with ServicePRO Text Messaging with on-premise SMTP relay is now resolved.
- The reply message for the blocked list such as RE or FW under the system email account receiving as plain text is now resolved.

2.4. ServicePRO Web

- Unable to submit project requests as Licensed user issue is resolved.
- When login into ServicePRO web portal with an Azure Active directory account that has MFA enabled, 'New Account creation has been disabled by the administrator error message is no longer appear in the login page.
- Error message in ServicePRO Web portal when assigning a Support Rep to a request in Dispatch folder is now changed to imply that Support rep cannot be assigned to a request while request is in dispatch.
- In ServicePRO Web portal, while creating a New Request issue with loading the fields is now resolved.

2.5. Rule Service

- Time zone for scheduled business rule changes will no longer change to client time zone, it will change according to the server time zone.
- In Email Rules, with Workflow Folder set to Dispatch and 'Close Behavior' set to "Unchanged", the issue with request not going to Dispatch Folder is now resolved.

2.6. Miscellaneous

- "Reset password using ServicePRO" link now available in Windows 10 Version 1903.
- ServicePRO Desktop client with multiple ServicePRO instances, when browsing from one to another ServicePRO environment will not change the config file.
- ServicePRO Asset Management module now allows to mass delete Discovered Hardware without confirming each one.
- ServicePRO 'In Dispatch' custom view, now allows to select queue criteria.
- ServicePRO Database performance improvements to avoid deadlocks are included in this release.
- When an image is attached to an asset with more than 1 quantity, the image is now attached automatically to all the assets created.
- Error 'The maximum recursion 100 has been exhausted before statement completion' when loading Asset explorer is now fixed.
- Issue is fixed within PowerShell integration when referencing request id and other request field values.
- For Canceled Recurring Meetings, Reminders will no longer be coming up for all Attendees.