



**July 2020**

***Maintenance Release***

*Release Notes*

*14.2.17.x*

## Table of Contents

ServicePRO – July 2020 Release – Release Notes .....	2
1. Updates and Enhancements .....	2
1.1. New Features .....	3
1.2. Add-On Feature Enhancements.....	5
2. Bug Fixes .....	6
2.1. Service Requests/Project Requests/Quick Requests .....	6
2.2. Project templates and Templates .....	6
2.3. Custom Forms / Custom Fields: .....	6
2.4. Data Analytics .....	7
2.5. StarWatch Service / Email Inbox.....	7
2.6. Business Rules Designer / Business Rule Service .....	7
2.7. Purchasing.....	7
2.8. Manage Objects .....	8
2.9. Active Directory Configuration / Synchronization .....	8
2.10. Discovered Items.....	8
2.11. Users and Assets Import Utility.....	8
2.12. Miscellaneous .....	8
2.13. ServicePRO Web.....	9

## ServicePRO – July 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 July 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](http://www.servicepro.wiki/wiki/1133/servicepro-ServicePRO_Web)
- Our SOFTWARE LICENSE STANDARD TERMS AND CONDITIONS has been updated to include two new sections "Additional User Licenses" and "Enterprise Upgrade".
- **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 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 installing 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/July2020Release-FRs-Documentation.pdf>

- ServicePRO has a new view called “Recurring Requests”, which facilitates users with the Project Designer role to view and manage all the Recurring requests. In addition, the Project Templates Designer list has been enhanced to filter, view and manage the recurring Project templates only. Similarly, the Templates designer list has been enhanced to filter view and manage the recurring templates only.
- ServicePRO Custom Forms now facilitate encryption for the “Text” custom Fields. If a “Text” custom field is marked as “Encrypted”, the data stored in the database for this field is encrypted and not in legible format. When the field is displayed in ServicePRO, ServicePRO Web or in Email Notifications, the data value in the field will be displayed in normal text format. The Trace memo shown in the Service Request Activity stream will not display the data from Encrypted text fields even when trace is enabled on the field.

User can encrypt two types of custom fields:

- Text Field (Single line)
- Text Field (Multiple lines)

Setting Encryption is allowed only for newly created Text fields in the Custom Forms whereas existing Text fields cannot be marked as “Encrypted”.

Once a text custom field is set as encrypted, it cannot be changed back to decrypted and encrypted Custom fields cannot be used in blank reports.

- In the Custom Form Designer, “Tab Order” property for custom fields can be set by the user while creating a new custom field or updating an existing custom field. The user can also set the ‘Tab Order’ for tabs in a custom form. This gives flexibility to the user in setting the tab order for the fields and tabs as per their requirements.
- ServicePRO now provides the ability for the Support Reps to update the Urgency field of a Service Request after the request is moved out of dispatch. This option is controlled by the ServicePRO Administrator and is located under System Options.
- ServicePRO facilitates the designation of an end user as a “Manager” who can view and update other end users’ service requests.

End User Managers in ServicePRO will have access to perform the following activities from ServicePRO Web.

- View the service requests created by other end users in their own company or Organizational Unit
- Update the service requests created by other end users in their own company or Organizational Unit
- A new feature in ServicePRO allows ServicePRO Administrators to block a specific file type attachment from adding to the objects (Service Request, User, Company,

Assets etc.,) in both ServicePRO and ServicePRO Web. The ServicePRO Administrator can configure this setting from the System Options.

- ServicePRO's PowerShell integration feature now allows administrators to integrate external systems for automation.
  - When a new user is created in ServicePRO, using the PowerShell integration feature, the same user can be created in Active Directory with a mailbox. This new feature is part of the Custom forms, thus allowing to access custom fields when running the PowerShell script. One or more PowerShell scripts can be configured to execute either at the time of creating a new custom entity (i.e. User, Request, Queue etc.), or at the time of updating an existing custom entity or both. It is also possible to configure an email notification when setting PowerShell script with a custom form so that the recipient can receive an email with the results from the specific PowerShell script execution.
- Azure Active Directory Pass through with Multi-Factor Authentication is implemented for ServicePRO and ServicePRO Web.
- ServicePRO provides a new system level option for the ServicePRO Administrators to control the ability of Support Reps to view other Support Reps' Timesheet and this option is controlled from the ServicePRO 'System Options'.
- ServicePRO facilitates OAuth 2.0 EWS Authentication with System email accounts, User Mail Accounts and Calendar Synchronization. By default, when "EWS" configuration is selected either for System Email Account Setting, User Email Server Setting or in the Calendar Sync settings, the "EWS Authentication Kind" will be set to "Basic".
- In System Email Account settings, added a new field to specify the handling of 'CC' user who is not present in ServicePRO, when creating request from email processing.
- A new System Option "Default Culture for ServicePRO" has been introduced to facilitate rendering the specified currency format throughout ServicePRO [for e.g.: Asset Cost in the Asset Properties view].
- In the Asset explorer, an option to clear/cancel the search has been implemented.
- In the Asset Explorer, implemented a new checkbox in the Ribbon menu "Assets in Subfolders" which is checked by default.

## 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

- An issue has been fixed where user could enter a default value greater than the specified custom field size which was throwing an error while creating the request.
- An issue with incorrect status update (from “In Service” to “In Queue”) when requests are dragged and dropped from one folder to another even when the support rep has rep access in the destination folder has been resolved.
- A bug has been fixed, where font size of selected text was not changing in the request memo as per the font size selection, while selecting a group of text having different font sizes.
- An issue where moving Service Requests from one folder to another by Drag and Drop operation was not prompting for category validation has been resolved.
- A bug has been fixed which was crashing ServicePRO when the html memo contained <p> tag with style.
- When a user selected an unsupported Windows System color for Memos under their user options, it was crashing ServicePRO when opening a service request in detailed mode. This issue has been resolved by defaulting the memo color to black.
- A bug has been fixed where an “After Event” having “Does Not” Contain criteria on a custom field, was throwing an error upon saving a new project request.
- An issue where the embedded image added to the service request memo from ServicePRO Web was appearing small in ServicePRO has been resolved.
- An issue where assigning asset to the Parent request in a project was also showing the same asset associated in the Child requests, although the asset is not actually assigned, but appears be assigned, has been resolved.
- An issue is resolved where the requester was able to un-assign requests though the user did not have “Support Rep” role or the “Pass Direct” role in the request’s current folder location.

### 2.2. Project templates and Templates

- A bug has been fixed where change in default value of fields in custom forms was not reflecting in the associated project template.
- A bug has been fixed in Template designer where the Date value won't delete on a custom field unless focus was moved to another field first.
- An issue has been resolved, where clicking on a project template with a longer queue name was causing a blank white screen to appear.

### 2.3. Custom Forms / Custom Fields:

- An issue, where Copying and Pasting multiple fields from one tab to another in a custom form was not retaining the alignment and placement of fields, has been resolved.

- An issue where the scroll bar was missing in “Select Dependent Fields” pop-up has been resolved.

#### 2.4. Data Analytics

- In the Query Designer, an issue was resolved where the “Save” button was not getting enabled while editing an existing query for just moving the columns up or down.

#### 2.5. StarWatch Service / Email Inbox

- An issue where Email was not processed by ServicePRO when user is CC’ed on an email and the CC user’s Display Name matches but not their email address has been resolved.
- If a request is enabled for automatic email update notification, when a user sends an email from the request to the requester, along with cc users, then the StarWatch Service will no longer send 2 emails if the recipients in the “Send Email” operation are part of the Automatic Email Update notification.
- A bug has been fixed where in certain scenarios the request memos created through emails were having extra line spacing.
- An issue has been resolved where the images were removed when a Service Request was created from an email.
- An issue, where Email replies from text messages were not sending an Email notification to the requester has been resolved.
- A bug is fixed where embedded images in emails were not correctly being processed and showing incorrect images in Service Requests that were logged / updated via email.
- Fixed a performance issue within StarWatch where it used to stop processing emails and sending notifications.
- An issue where an automatic email update that was sent from a request that contains imported email with the “Click for Details” link was having a non-working link has been resolved.

#### 2.6. Business Rules Designer / Business Rule Service

- A bug, in which the application was selecting the first support rep in the list as opposed to selecting the unassigned option when changing the folder location in business rule designer “Workflow” tab has been fixed.
- An issue where Rule Email notifications were not showing the custom field values based on the recipients’ permission to see the fields has been resolved.

#### 2.7. Purchasing

- In the “Receive Purchase Order” screen, an issue has been resolved where searching for a PO was not automatically refreshing within the Grid to the desired PO.



- An issue where it was showing Number of ordered items as less than the outstanding items in the “Receive Purchase Order” screen has been resolved.

## 2.8. Manage Objects

- In the “Re-activate Assets” list, an issue where the Serial number was not visible (even though this column has been selected to display from “Customize search display properties”) when searching by “Date Retired” has been resolved.
- The inconsistent spacing between field labels and values in the Asset Properties printout is fixed.
- An issue, where the administrator was unable to deactivate a folder when it is used as the default queue folder by another support rep has been resolved by implementing better user experience with appropriate validation and action prompts.
- An issue where the busy indicator was showing “De-Activating” as opposed “Re-Activating” while reactivating objects has been fixed.
- An issue where the administrator cannot directly change the Organizational unit for an Internal User has been resolved.
- A bug with performing advanced search on assets using Custom Lookup box fields has been resolved.
- The width of the search criteria for all “Find” and “Advanced Find” screens has been increased.
- A bug in Manage Assets, where searching by “Asset Type” incorrectly filtered assets based on the selected asset type has been fixed.
- A bug has been fixed where de-activating a queue folder in use by a Template was not showing the referenced Template(s) in the message prompt.
- An issue where Vendor Details tab was loading blank has been resolved.

## 2.9. Active Directory Configuration / Synchronization

- An issue where “Select Teams” drop down list in the “Configure Active Directory Synchronization” form kept replicating after selecting an OU has been resolved.

## 2.10. Discovered Items

- Email Template selection is provided under “Schedule and Email” option for the Discovered Items queries.

## 2.11. Users and Assets Import Utility

- While importing assets using the Import utility, Assets Acquisition date will no longer be overwritten when "Auto Overwrite - Maintain existing unmapped field values" is selected.

## 2.12. Miscellaneous

- In ServicePRO Home Page interactive tile, the shortcut for New Purchase Request has been removed since it’s already available as a tool bar menu option at the top.

- In ServicePRO Calendar, an issue where editing a meeting was bringing up today's date instead of the appointment date has been resolved.
- An issue with loading System Options after updating to 14.2.16 version has been resolved.

### 2.13. ServicePRO Web

- An issue with "Submit" button not getting disabled after submitting the request causing it to create duplicate requests has been resolved.
- An issue where the image placed in the Custom Form in Service Request appeared smaller in ServicePRO Web is now fixed.
- An issue is resolved where the user was unable to login to ServicePRO Web, if the top-level domain in the email address was more than six characters in length.
- An issue is resolved, where "Urgency" was not being saved with the default value as "Medium" when not specified by the requester has been resolved.
- A bug is fixed, which was not correctly identifying the user in ServicePRO Web after logging in using Azure Active Directory Single-Sign On.
- An issue has been resolved where the Survey link (Approval rating link) when sent from a Rule notification to the users, was not opening up the rating page correctly.