June 2018

Maintenance Release

Release Notes

14.2.12.X

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ServicePRO – June 2018 Release – Release Notes

1. Updates and Enhancements

- 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.

1.2. 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 http://www.servicepro.wiki/Attachments/Documents/June2018Release-FRs-Documentation.docx

1.2.1. ServicePRO & ServicePRO Web

- A New Custom Survey Feature is implemented within ServicePRO and is as an add-on feature at additional cost. If interested, please contact ServicePRO Tech Support for demo and pricing.

- ServicePRO Web Fast mode.
  ServicePRO Web fast mode presents the support rep with a simple, user friendly, request listing view. Fast Mode facilitates the support rep to glance through their requests, put them into their service, make quick updates and/or send email.

- "Save as" option for Duplicating or Creating new templates from existing templates.

- Option to not allow users to re-open Closed requests through email and ServicePRO Web.
  This feature will allow you to set "Do not re-open" option for closed requests when end users update requests through either emails or ServicePRO Web portal.

- Multi fields copy-paste implementation within Custom Object Designer.

- Revised a feature to allow the 'CC' end users in incoming emails to update requests via email without applying any roles. However, a floating license is still required to utilize the feature.

- Renamed some of the ServicePRO functions.

- Preferred domain list selection for ServicePRO and ServicePRO Web.

1.2.2. ServicePRO Web API

- An Installer is developed for ServicePRO Web API.

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

3. Bug Fixes

3.1. Service Requests/Workspace/Project Requests/Custom Views

- An Issue where Copy/Paste of certain Website content from Microsoft Share Point crashes ServicePRO is resolved.

- An issue is resolved where scheduling is not disabled for requests in Dispatch when right-clicked on the request.

3.2. Business Hours Objects

- An Issue is resolved where adding the same holiday from the previous year under business hours twice is not allowed in ServicePRO.

3.3. Data Analytics

- An issue is resolved in exported Query Results to Excel where Manually Entered Time Worked field should always be set to 00.00 as there is no option to change the time.

- An issue is resolved under ServicePRO Charts where request count chart data doesn't match when Request Type is added.

3.4. Custom Fields

- An issue is resolved under Custom Object Designer where Required Masked entry, Default for Existing is set but still prompting the user to edit the field when saving the request.

3.5. System Email Account

- An issue is resolved in System Email Account where detail links in Reply messages are not sending the correct URI.

3.6. Application Level

- An issue is resolved under Social -> Send Email section where Signature includes a strange character when sending an email from Request.

- An issue is resolved where Social -> Send Email option cancels without warning or Saving drafted message, when escape key is pressed.

- An issue is resolved under Email Inbox when connecting to Office365 using EWS protocol.

3.7. StarWatch Service

- An issue where request email updates with signatures put new lines in Request memo has been resolved.

- An Issue is resolved where StarWatch processes emails but doesn't delete the email out of the inbox in office 365.

- An issue is resolved where ServicePRO Server CPU is spiking when trying to process emails that contain non-closed HTML tags.

- An issue is resolved where some content in the emails is blacked out in ServicePRO when processed by StarWatch.

3.8. Password Reset Utility

- An issue is resolved in Password Reset utility where after entering username, application was throwing an exception.

3.9. Documents

- An issue is resolved where previewing the documents under service request throws System Out of Memory Exception.

3.10. ServicePRO Web

- An Issue is resolved where ServicePRO Web was timing out after 15 minutes when accessed on an iOS device.

- An issue is resolved where FRX Visibility set on a required custom field does not allow to save the request without selecting the field.

- An issue is resolved where Recent Updates Widget was not loading for Licensed Users.

- An issue is resolved under Portal Designer where "Order of Sections" when changed from the default setting was not getting populated for End users and Licensed users.

- An issue is resolved where adding a new child request for an existing project request shows the wrong category path.

- An issue is resolved where Dependency fields that are overlaid do not align properly in ServicePRO web.

- An issue is resolved where Active Directory Pass-through fails if user password hash is not yet converted.