



November 2017

Maintenance Release

Release Notes

14.2.11.22

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ServicePRO – November 2017 Release – Release Notes

1. Updates and Enhancements

- Customer Authentication is now required to run ServicePRO updates. If you wish to perform 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 ServicePRO Support Team.

1.1. New Features





New features implemented in ServicePRO and ServicePRO Web are listed below.

1.1.1. ServicePRO & ServicePRO Web

- Field Dependencies has been implemented by adding the following 3 new properties to the Custom fields:
 - FRXField Property to specify the Parent field (if any) for the current field
 - FRXVisibility Property to set the Visibility Conditions for the current field based on the Parent Field's Data
 - FRXValidations Property to set the Data Value Conditions for the current field based on the Parent Field's Data

Any input Custom Field and Graphic Element can have FRX Field set on them. *Note: Reference fields cannot have FRX set or be used as an FRX field.*

While adding a new Custom Field in the Objects Designer, the following 3 new properties will be available in the Properties Grid in order to set the FRX field (i.e. parent field), FRX validations (i.e. Data validations for the current field based on the parent field’s data) and FRX Visibility (i.e. Visibility conditions for the current field based on the parent field’s data).

FRXField	Parent Text Field	 
FRXValidations	No rule set	
FRXVisibility	4 rule(s)	

While loading/editing Custom fields in the add/edit objects view in ServicePRO and ServicePRO Web, FRX visibility conditions and FRX Validations will be applied appropriately.

While saving objects using Custom type, FRX validations will be triggered before the required Field Conditions and field level Validations are triggered.

Note -

- Graphic Elements, Reference Fields and a field that has the current field as FRX field cannot be selected as FRX Field.
- Graphical Elements cannot have FRX validations set.
- A Shared Reference field or a Field that is used in Share reference cannot have FRX field set.
- During import of type XML, any FRX dependencies set for the fields will be removed at the time of import. And so, the fields will get imported/created as regular fields.
- Field Dependencies are not applied while loading the Custom Fields in Legacy End User Portal and Legacy Mobile Portal
- FRX Validations are not applied while importing users and assets data using Import Utility.

1.1.2. StarWatch Service

- Customizing the memo type for updates to requests by email has been made possible by setting a specific option in tblOptions table [OptionID = 16975].
 - When the option is set to 0 [Current default behavior will continue to work]:
 - It will check if the email is from the CC User
 - If yes, then it will check user's preference for private memo and set it accordingly.
 - If No, then it will mark the memo as public.
 - When the option is set to 1: It will check if the request's current queue folder is assigned with any roles to the user who sent the email. If yes, then it will mark the memo as private, otherwise as public.
 - When the option is set to 2: It will check user's preference for private memo and set it accordingly.

1.1.3. ServicePRO Web API

- The following 5 ServicePRO REST APIs have been implemented:
 - [GET] Get Service Request - Get the properties of a Service Request in ServicePRO by passing the Service Request ID as request argument.
 - [GET] Get Requests List - Gets the list of Service Requests in ServicePRO that are accessible to the currently authenticated ServicePRO User.
 - [POST] POST Service request - Creates a new service request with all the properties specified in the request body arguments and with the first memo.
 - [PUT] PUT Service Request - Updates an existing service request by replacing all its properties with the values passed in the Request Body Arguments and by updating a memo if specified in the argument.
 - [PATCH] PATCH Service Request - Updates an existing service request by passing only the selected properties that require to be updated. PATCH can take all the arguments as PUT but NONE of them are mandatory, except for request ID. Only the properties specified in the Request Body arguments will be updated for the particular service request.

Link to detailed documentation on ServicePRO Web API will be posted in the ServicePRO Wiki.

2. Bug Fixes

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

- An issue where font size and other formatting were not retained in the Activity Stream and in the Automatic Email Notification is resolved.
- While sending email with Request History to multiple users (some privileged users and some end users), all users will show up correctly in the request memo in the activity stream. (TO/CC section of email)

- An issue with adding new words to the spell-check dictionary when using pass-through windows authentication is resolved.
- An issue in the closed requests view causing the Rated (Approved) and Unrated options to show incorrect results is resolved.
- An issue where a memo is not visible after being added to a request while importing an email is resolved.
- A prompt has been added with confirm and cancel options if the escape key is pressed while composing an email.
- An issue loading the 'My Documents' listing when the associated request tile contains a pipeline character is resolved.
- For canceled Recurring Meetings, Reminders will no longer be shown to all Attendees

2.2. Manage Objects

- While saving Support Rep Charge rates, if the effective date passed is an invalid date, it will be set to the default (today's date).
- An issue with viewing object properties when the object name contains an ampersand (&) is resolved.

2.3. Data Analytics

- In the Query Designer, for some of the Service Statistics fields, the Field Caption Names were duplicated between different query tree groups [eg: Hours worked, Time in Service etc.]. While using these fields in the query conditions, from the Display Criteria, it was hard to make out which exact field the specific condition was set on. Below are the Fields whose captions are changed:

- In the Query Designer tree, under Service Statistics -> Total

Previous	Changed to
Time in Service	Total Time in Service
Time in Queue	Total Time in Queue
Time in Dispatch	Total Time in Dispatch
Time in Suspense	Total Time in Suspense
Time Waiting for Response	Total Time Waiting for Response
Hours Worked	Total Hours Worked

- In the Query Designer tree, under Service Statistics -> Current

Previous	Changed to
Time in Service	Current Time in Service
Time in Queue	Current Time in Queue

Time in Dispatch	Current Time in Dispatch
Time in Suspense	Current Time in Suspense
Time Waiting for Response	Current Time Waiting for Response
Hours Worked	Current Hours Worked

- In the Query Designer tree, under Memo -> All Memo

Previous	Changed to
Hours Worked	Memo Hours Worked

2.4. Custom Fields

- An issue where switching the type in an existing object was not populating the default values for the custom fields in the new type is resolved.

2.5. System Options

- In the System Options 'General' tab, the Label 'Default Queue Folder' has been changed to 'Default Dispatch Folder' for clarity.

2.6. Active Directory Synchronization

- An entry will be added in AD sync logs when failing to sync an AD user without a matching unique ID but having a duplicate name.

2.7. Application Level

- Hashing or Encryption logic for passwords of ServicePRO Users, System Email Accounts and User Email Accounts has been revised.
- When launching or opening a new ServicePRO tab, the user will be allowed to close the tab right away.

2.8. StarWatch Service

- An issue where the CC List users were not receiving the request logged email from the system email account is resolved.
- While sending emails from StarWatch, if a System Email Account address is present in the 'To', 'CC' or 'BCC' fields, it will be removed to avoid looping email issues.
- An issue where System Text Messaging plain text emails were missing line breaks is resolved.
- An issue where multiple emails were sent out for business rule notifications when the email templates contained one or more memo variables and the memo also contained images, is resolved.

2.9. Password Reset Utility

- An issue where the password reset utility was not correctly identifying the user and not showing the appropriate message in such event is resolved.