



September 2023

Maintenance Release

Release Notes

14.2.21.x

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ServicePRO – September 2023 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 2014 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 had reached End of Life. If you are still utilizing these portals, please contact ServicePRO Tech Support for more information.

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/Sep2023Release-FRs-Documentation.pdf>

1.1.1. Encrypt Attachments for Team(s)

- ServicePRO facilitates encrypting the Attachments for Team(s), in addition to encrypting for specific users. Users attaching the documents can encrypt the attachment for specific teams. Also, when the administrator edits a team to add a new user to the team or to remove a user from the team, the encryption for the documents that are associated to this team can be synchronized.
 - It is required to have passphrase set for all the members of the team that is selected for attachment encryption. If any team member does not have a passphrase set, that member will be excluded from accessing the encrypted attachment.

1.1.2. Rule Design – Workflow - Unchanged Option in Assign Work field

- In the Business Rules designer and Email Rules designer, for the “Assign Work” field on the Workflow tab, a new option “Unchanged” has been added.

1.1.3. Function Field in Queries / Filters in Charts, Reports / Conditions in Business Rules

- ServicePRO provides the ability to include the Function fields in Custom Forms, from the query designer/Filters/Conditions tab in the following Modules.
 - Queries
 - Charts
 - Custom reports
 - Business Rules
- While creating a query in query designer or setting filters in Custom Reports or Charts or setting conditions in Business Rules, the user can now add the function fields in Custom forms,
 - To fetch and show the calculated data/values from the function fields.
 - To set criteria on the function fields

1.1.4. OAuth 2.0 for Gmail in System Email Accounts and User Email Accounts

- ServicePRO facilitates OAUTH 2.0 Authentication for Gmail Accounts, with System email account settings and User Mail Account settings.
 - By default, when “POP or IMAP” configuration is selected either in System Email Account Setting or User Email Server Setting, the “Authentication Kind” will be set to “Basic”, and the Basic authentication will continue to work as before. You now have the option to choose OAUTH 2.0 in the “Authentication Kind” field.

1.1.5. Active Directory User Import

- Active Directory User Import process in the Starwatch Service has been optimized to run faster.

1.1.6. Integration with JIRA

- A paid Add-on feature, is now enhanced to support 'EPIC' Issue type.

1.1.7. Attachments Extraction Utility

- A paid Add-on feature, is now enhanced to provide the reason for the skipped attachment files.

1.2. Add-On Feature Enhancements

The following features in the product 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. While performing "Approval Rating" process, the requester will be prompted to answer additional questions, including the existing timeliness rating, quality rating and approval memo.
- **JAMES Chatbot** - Help Desk Technology has partnered with *Actionable Science* to incorporate their AI powered conversational Virtual Assistant called "James" in ServicePRO. James is a specialized IT Help desk virtual assistant that can provide instant support to your customers round the clock, increase usage of self-help tools and enhance SLA performances.
- **Integration with JIRA** - ServicePRO integrates with JIRA using the Zapier platform and ServicePRO JIRA Plug-in. Workflows introduced through this integration are as follows:
 - i. Creation of a new JIRA issue when a ServicePRO request is placed in a specific queue.
 - ii. Two-way memo updates syncing between ServicePRO request and JIRA Issue.
 - iii. Closing of the corresponding ServicePRO request when a JIRA issue is closed.

Note: In the 14.2.21.x maintenance release, JIRA integration has been enhanced to support 'EPIC' issue type.
- **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. This feature allows privileged users, ends users, or both to rate and review published best solution articles. The feature to facilitate the Support reps to 'Request for Publish' a Best Solution has also been implemented in ServicePRO and ServicePRO Web as an add-on. This allows support reps to request a solution to be published by an Administrator in ServicePRO, which is the only role that can publish

a draft solution. Another option, which separately tracks hits on a Solution by End users and Privileged users has been implemented as part of this add-on as well.

- **Attachments Extraction Utility** - A utility to extract and export all the attachments from ServicePRO is available.
 - *In the 14.2.21.x maintenance release, Attachment export utility has been enhanced to provide the reason for the skipped attachment files.*

2. Bug Fixes

2.1. Service Requests/Project Requests/Quick Requests

- An issue with showing an incorrect entry in the request activity stream about sending a text message when the text messaging address was not set for the user, has been resolved.
- An issue where required field validation was getting triggered for a hidden dependency custom field while saving a project request, has been resolved.
- An issue where “Current Time” memo variables in canned response were not populating the correct date time values as per the client’s time zone in the memo has been resolved.
- An issue where a memo was not showing up in the Request activity stream due to a specific tag (tag) coming in from the html email has been resolved.
- An issue specific to ServicePRO Professional edition has been resolved, where it was not allowing to set the Due By field in the Service Request which was present in the queue folder where user has support rep role, even when the user has dispatcher role and support rep role.

2.2. Manage Objects

- When a queue folder which it is used in the work flow of a project or quick template or business rule, along with "Assigned Work" field filled in, will no longer allowed to be deactivated.
- An issue where the Advanced find on Assets, while setting up the search criteria was not performing the custom field look up on OU correctly, has been resolved.
- An issue where the Advanced find on Assets, while setting up the search criteria was not performing the custom field look up on User’s OU correctly, has been resolved.
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2.3. Data Analytics

- An issue where Save option was not getting enabled while creating a new custom report from an existing query has been resolved.
- An issue where “Time to Memo by Support Rep” service request statistics field was not showing correct value in query results had been resolved.

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

- An issue with sending out the pre-configured multi-line plain text outgoing request update emails has been resolved.
- An issue where End users that are CCed in the incoming emails (when the database has at least one floating license) were not able to update tickets through email has been resolved.
- When Requests are logged via email, automatic email update notification for the first memo in the request will no longer be sent to the requester.
- An issue where Starwatch was not processing certain emails with specific .msg attachments has been resolved.

2.5. Rule Service

- An issue where Next Run Time was not shown if Recurrence is set on a Template with the Start Date in the future, has been resolved.
- An issue where Business rules were not running on schedule, when the client (PC) and server are at different time zones has been resolved.

2.6. Active Directory Synchronization

- A note has been added in the "Field Mapping" tab in Configure Active Directory Synchronization dialog to advise the administrator to make sure that the ServicePRO field and the Active Directory field chosen for a field mapping have the same data type. If incompatible fields are mapped, the Active Directory Sync process will log errors in the error log file.
- If a custom field is used in Active Directory Sync field mapping, when the user tries to delete the custom field, the user will be stopped by displaying a warning message.
- An issue where Active Directory Sync was not continuing the import after an error occurred with conflict in the OU name has been resolved. The import continues with the rest of the OUs and completes the users import.

2.7. ServicePRO Web

- An issue where a Service Request was not getting closed, when it's saved after assigning to myself and closed at the same time, has been resolved.
- An issue with searching for asset in "Asset" field of Service Request entry form has been resolved. It searches for the matched assets correctly, expands the asset tree and shows the assets.
- An issue with Custom Survey Add-On feature, where the custom survey link with token authentication was throwing error has been resolved.

2.8. Miscellaneous

- An issue where emails were not getting refreshed in home page Email Inbox widget when new emails arrives in and when the refresh button is clicked, has been resolved.

- An issue with applying of set default values for Asset Cost field and Asset Acquisition Date field while importing Assets using Import utility has been resolved.
- The error with searching using a phrase containing multiple asterisks from ServicePRO Global Search has been resolved.
- The ServicePRO Desktop client installation will no longer stop the execution if the setup file is located in a folder path that consists of a folder with spaces in it.
- An issue with JIRA integration add-on, where it was creating duplicate JIRA issue numbers while trying to create or move over 100s of requests at once in ServicePRO, has been resolved.
- An issue with Attachments Export Utility add-on, where it was not exporting some attachments, and where it was not logging the correct number of exported and skipped attachments has been resolved.