



Angular Rewrite

Version 14.3.1.x

*Design Changes and
Limitations*

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ServicePRO Angular Rewrite – Design Changes and Limitations

This document lists the Design Changes and limitations in the ServicePRO new user interface, in comparison to the current ServicePRO application.

1. Design Changes and Limitations in ServicePRO new User Interface

The following are the design changes and limitations in the ServicePRO new interface in comparison to the current ServicePRO application (i.e. in comparison to the versions 14.2.22.x and below).

1.1. Resolution Limitations

The following modules require running ServicePRO from a device with a Screen resolution (1024 X 768) and above:

- Design Modules (All)
- Setup Modules (All)
- Role Based Access Control (RBAC) on ServicePRO Enterprise Edition
- Home Page Designer
- Analytics (Standard Reports, Custom Reports, Charts and Queries).

1.2. Login

- The AD login screen with the Continue button will not be shown for AD Pass through authentication. Instead, the AD passthrough authentication is possible through the Windows button in the login page. (same as it was in ServicePRO Web).
- Pass through authentication when running the application while outside the domain network (through the validation and registration of the external device using a one-time password) is not supported.
- Login with Twitter is not supported.

1.3. Service Request Views

- In Service Request views, the menu Option 'Preview Pane - Below' to display the activity stream below the service requests list is not supported.
- In Service Request grids, the right click context menu option for the selected Service request is no longer available, only the tool bar menu options are available.

1.4.Memo Editor Control

- The Paste option in the memo editor works only if the ServicePRO application is using https URL.
- In the Memo Editor, while inserting hyperlink, the option 'Place in the document' is not supported.
- In the Memo Editor, the right click context menu is not available. Instead, all the required options are available in the tool bar menu itself.
- Automatically detecting and creating link, when typing in the Memo editor is not supported.

1.5.Manage Objects - Object Properties

- In all object properties under Manage objects (i.e. in the properties pane), if there are documents attached to the object, the documents tab will just list the documents, but will not show a preview of the documents.
- In all object properties under Manage objects, if there are documents attached to the object, only the list of documents will be shown, there will not be a tree pane shown on the left.

1.6.Documents

- Document Check-in Limitation - It requires the user to select the file manually for checking in. It will not automatically pick the file from where it was checked out to.
- When clicking an attachment under the documents tab / documents list to view, the attachment will be downloaded and saved in a local folder instead of opening the attachment for viewing. In order to view the document, the user needs to open the attachment from the downloaded location.

1.7.Custom form Designer

- 'Vertical line' and 'Border' Graphic elements are not supported.
- In the field properties, the following options will not be available: Text Alignment, Vertical Alignment, Width and Height, Caption position, Padding, and Stroke Thickness option.
- The "View Options" for Alignment and Distribution of fields are not supported.

1.8.Custom Fields tab in ServicePRO Objects

- In the "Custom Fields" tab in any object (eg: Service Request, user, company etc.), for placing / displaying the custom fields –
 - The exact physical location as in the Custom Forms designer will not be used because ServicePRO New user Interface is a browser application. Instead, the left and top properties of the custom fields will be used to place the fields in

order. Hence, the position of the fields under “Custom Fields” tab will not be exactly the same as in the Custom Forms Designer.

- The height and width of the fields will not be used (for the Custom fields coming from the previous versions of ServicePRO). All fields will have a fixed height and fixed width which is internally set by the system.
- A maximum of only 2 labels + 2 input fields, OR a maximum of only 3 input fields will be placed in any particular row (due to the reasons listed in the above 2 points).

Note: Due to the limitations listed above for the Custom Fields display positions, if any of your current Custom Forms in ServicePRO (versions 14.2.22.x and below), have more than 3 input fields in a single row OR more than 2 labels + 2 input fields in a single row, please kindly take care of updating these custom forms from the Custom Forms Designer to ensure having not more than 3 input fields / more than 2 labels + 2 input fields in a single row. By taking care of this, after migrating to ServicePRO New User Interface, you will not have much impact with the display of Custom fields under the custom fields tab.

1.9. Chart

- The “Copy to Clipboard” function works only if the ServicePRO application is using the https URL.
- Design change - Drill down on a Chart to show the requests list, is possible through the mouse right click action, as opposed to the mouse left click action.

1.10. User Options

- Under General tab, the Spell Check option - "Enable spell check only when I save" is not Supported.
- Under Editing and Printing tab, the Auto Complete Mode option – “Filter and Auto select” is removed.
- The Desktop Alert notification for Alerts, Quick Messages, Reminders and Meetings will work only if the ServicePRO application is using https URL.

1.11. System Options

- Under System Defaults tab, the Auto Complete Mode option – “Filter and Auto select” is removed.

1.12. Calendar

- Previous Appointment and Next appointment buttons inside the calendar are removed. Navigating to the previous appointments and next appointments is still possible through the arrow buttons at the top of the calendar.