



July 2024

Maintenance Release

Release Notes

14.2.22.x

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ServicePRO – July 2024 Release – Release Notes

1. Updates and Enhancements

- **SQL Server 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 2016 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
- **Legacy End User Portal and Legacy Mobile Portal End of Life**

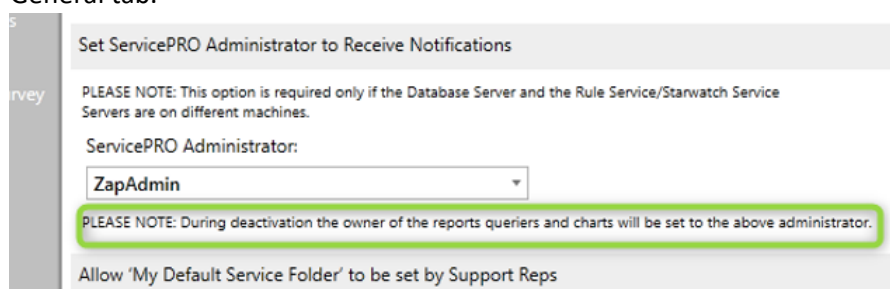
Starting with version 14.2.11.17, the Legacy End User Portal and Legacy Mobile Portal had reached End of Life. If you are still utilizing these portals, please contact ServicePRO Tech Support for more information.
- ServicePRO now allows Active Directory Passthrough authentication for privileged users 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 Entra ID [*previously called, Azure Active Directory*] and Multi-Factor Authentication. **Limitations:** Please check out the limitation listed at <https://servicepro.wiki/SiteSettings/Wiki/Index/1030?title=Active-Directory-Synchronization#Overview>
- Settings that are required for OAuth 2.0 Authentication in System Email Account setup, User Mail Server setup and Calendar Sync have been moved from the Configuration Files to the ServicePRO Application User Interface. So, whenever the Client Secret Key expires, you can take care of updating the same from the System Email Account Setup window, or the User Mail Server setting window or the System Options – Calendar Synchronization tab respectively on your own.
- Settings that are required for Microsoft Entra ID [*previously called, Azure Active Directory*] authentication have been moved from the Configuration Files to the ServicePRO Application User Interface. So, whenever the Client Secret Key expires, you can take care of updating the same from the Configure Active Directory Synchronization window on your own.

1.1. New Features

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

1.1.1. Ownership for queries, charts and custom reports of deactivated/deleted users

- ServicePRO facilitates the transferring of ownership for all the queries, charts and custom reports of de-activated / deleted user to a designated ServicePRO Administrator in System Options.
 - When an existing user is de-activated /deleted, then ServicePRO will transfer the ownership of the user’s Public and Private Queries/Custom Reports/Charts to the ServicePRO Administrator selected in System Options – General tab.



1.1.2. Azure Web Job for Azure Active Directory Users Import – ServicePRO Cloud Clients

- A new Azure Web job for Azure Active Directory Sync is made available to the ServicePRO Cloud Clients, who are hosted on Azure. ServicePRO facilitates the connection to the Microsoft Entra ID for running the Azure Web job for Azure Active Directory Sync, in order to import users from your Microsoft Entra ID (previously called Azure Active Directory).

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.
- **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 was 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 was enhanced to provide the reason for the skipped attachment files.*

2. Bug Fixes

2.1. Service Requests/Project Requests/Quick Requests

- Access to "My Requests" view has been made available in the ServicePRO Workbench interface.
- An issue where Support Rep who has only Support Rep role, was not getting alerts has been fixed.

2.2. Custom Forms

- FRX Visibility Rules set for Checkbox fields are updated to show in a comprehensible manner.
- FRX Visibility when set with multiple rules containing "Does not Contain" criteria will work.

2.3. Data Analytics

- An issue where queries and reports created by a deactivated user were becoming inaccessible has been resolved, by having them assigned to the ServicePRO Administrator designated in System Options.

2.4. ServicePRO Web

- From ServicePRO Web, a support will be able to assign request to oneself and close it at the same time in one step.
- An issue where the user was not completely signed out when using AD Passthrough authentication in ServicePRO Web has been resolved.
- In ServicePRO Web, a Warning message prompt on Open Quota - Maximum, will show up to the support rep, when trying to assign more than the allowed quota.

2.5. Miscellaneous

- An issue where Calendar widget in the home page interactive tile was showing Communication exception occasionally has been resolved.
- An issue where Calendar sync stopped working after some few days has been resolved by automatically restarting the service every 24 hours through the code.