



November 2020

Maintenance Release

Release Notes

14.2.18.x

Table of Contents

ServicePRO – November 2020 Release – Release Notes	2
1. Updates and Enhancements	2
1.1. New Features	3
1.1.1. ServicePRO Automatic Email Updates	3
1.1.2. ServicePRO Text Messaging	3
1.1.3. ServicePRO Business Rule Email Notifications	3
1.2. Add-On Feature Enhancements.....	4
2. Bug Fixes	4
2.1. Service Requests/Project Requests/Quick Requests	4
2.2. Data Analytics	4
2.3. Manage Objects	5
2.4. Miscellaneous	5
2.5. StarWatch Service / System Email Account / System Text Messaging Account.....	5
2.6. ServicePRO Web.....	5

ServicePRO – November 2020 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 2012 or a later version before updating to the November 2020 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 are coming to End of Life. These portals will continue to work but we strongly recommend you 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 installing 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.

1.1. New Features

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

1.1.1. ServicePRO Automatic Email Updates

- ServicePRO's Automatic Email Update notification feature is revised to exclude sending email notification to the user who performed the specific update to the request.

If automatic email notification is enabled on a request and the memo author updating the request is either the requester or present in the CC recipients list, will not receive the email notification, the remaining recipients will continue to receive the email notification.

Exception Scenario: The above exclusion rule does not apply when the request is created.

1.1.2. ServicePRO Text Messaging

- In order to prevent users from receiving text messages on past events from old requests, the following changes have been implemented:
 - "Send Pending Notifications" and "Remove all pending notifications" options have been removed from System Text Messaging setup.
 - "Send Pending Notifications" and "Remove all pending notifications" options have been removed from "Text Messaging" section under User options.

1.1.3. ServicePRO Business Rule Email Notifications

- Business Rule Email notifications have been enhanced to show the time zone abbreviation beside the date/time values in the email body whenever date/time fields are included in the notification.
 - In order to have the date-time values displayed in a specific time zone in the rule email notifications, the client should set the "ClientHomeTimezone" configuration key with their specific home time zone name in the Configuration file for the StarWatch Service [eg: Eastern Standard Time, Pacific Standard Time etc.,].

```
<add key="ClientHomeTimezone" value=""/>
```

If this key is not set with a value, then the rule notifications will have the date-time values specified in the server time zone, along with the server time zone abbreviation. This file is called StarWatchService.exe.config and its default location on the application server is
C:\HelpSTAR\HLPSTRCS\Modules\StarWatch.

1.2. Add-On Feature Enhancements

The following new features are introduced in the product and these 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.
- **JAMES Chatbot** - Help Desk Technology has partnered with *Actionable Science* to incorporate their AI powered conversational Virtual Assistant called "James" in ServicePRO.
- **Integration with JIRA** - ServicePRO integrates with JIRA using the Zapier platform and ServicePRO JIRA Plug-in.
- **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.
- **Attachments Extraction Utility** - A utility to extract and export all the attachments from ServicePRO is available.

2. Bug Fixes

2.1. Service Requests/Project Requests/Quick Requests

- A bug where removing child requests from a project request was making each request into a Project Parent instead of a standalone request has been resolved.
- An issue where the pending update to a service request for responsibility field was getting lost when the request refreshes to show a recent email update has been resolved.
- An issue where the Custom form typeset in a child purchase request was being reverted to "[Generic Purchase Request]" while instantiating a project request from a project template has been resolved.

2.2. Data Analytics

- Issue with sorting by "Time Open" field in queries has been resolved.
- Message prompt that was shown for errors while saving a custom report will no longer be hidden behind the custom report name window.
- A user-friendly validation prompt was missing while saving a custom report with a duplicate name thereby resulting in error. This issue has been resolved.
- An issue with SLA Resolution by Queue chart was showing incorrect results for SLA Met count / SLA breached count in certain instances has been resolved.

- An issue where Service Requests created through ServicePRO API were not showing up in the Query Results has been resolved.
- A bug where the correct results not returned for the queries containing date-time conditions, when the server is on different time zone, has been resolved.

2.3. Manage Objects

- When a ServicePRO Organizational Unit is reactivated, it was not showing for selection in Asset Allocation to OU. This issue has been resolved.
- An issue where the “Save” button was not enabled upon changing just the “Category Type” in “Edit Category” form has been resolved.
- When a ServicePRO user is was deactivated, the user was still having email and login enabled, therefore, allowing the user to login from ServicePRO Web as the deactivated user session was not being terminated. This issue has been resolved.
- An issue where ServicePRO was not accepting email addresses with domain names longer than 10 characters has been resolved.

2.4. Miscellaneous

- An issue where clicking on the “Today” button in “My Calendar” was not navigating to the current month and selecting the current date has been resolved.
- An issue where a query name longer than 78 characters within the interactive home page tile was resulting in an error has been resolved

2.5. StarWatch Service / System Email Account / System Text Messaging Account

- The incorrect prompting for "Reopen notification template cannot be blank" message in the System Email Account setup has been resolved.
- A bug in which private memos were emailed to the end users incorrectly as part of automatic email update / rule email notification has been resolved.

2.6. ServicePRO Web

- The UI issue caused by reducing the height of the logo to less than 30 in the Portal Designer has been resolved.
- An error that was occurring while trying to save a service request having a required but invisible custom field has been resolved.