



August 2021
Maintenance Release
Release Notes
14.2.19.x

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ServicePRO – August 2021 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 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 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.

Additional detailed user guide documentation on these features will be available at <https://servicepro.wiki/Attachments/Documents/August2021Release-FRs-Documentation.pdf>

1.1.1. Azure Active Directory Passthrough Authentication for ServicePRO

- 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.

1.1.2. Restrict Support Rep views in System Options

- ServicePRO's new feature for professional edition allows the ServicePRO Administrator to restrict any of the following views:
 - All Workspaces
 - Closed
 - Opened
 - Updated
- This applies to any privileged user who has any of the following roles: Update, Data Analysis, and Data Analysis Designer.
- ServicePRO administration can enable this restriction from the settings available under "General" section in System Options. This feature does not change the role access behavior, it only controls the Request views that are available for the privileged user.

1.1.3. Enhancements to Query Designer

- Two additional criteria values 'Is a Requester' and 'Is not a Requester' are implemented for the Memo Author field to allow filtering of the memo updates done by the requester.
- Whenever the "Requester" of a service request makes any updates or changes to the request, an e-mail notification can be sent out through a Business Rule.

1.1.4. Child Request Form Type 'In Sync' with Parent request

- ServicePRO facilitates updating the custom field values in the child requests from the Parent request in the project, when the form type in the child request is set to be 'In Sync with Parent request' in the Project template.

1.1.5. Assets Import Utility

- Assets Import Utility will no longer overwrite the Asset Allocation type field value as inventory for the existing assets in both the following scenarios, irrespective of the Auto-Overwrite option chosen:
 - **If the allocation type field is not mapped.**

- **If the allocation type is mapped, but the value is empty in the mapping data file.**

1.1.6. James Chatbot and Microsoft Teams Integration

- A paid Add-on feature, is now integrated with Microsoft Teams.

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 any of 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, Rate best solutions and the feature to facilitate the Support reps to ‘Request for Publish’ for a Best Solution are 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

- Removing date value in a custom field in a template and saving it while focus is still on the Date/time custom field will save the data in the template correctly.
- The wrong parent request form being used when an after event is triggered after multiple project requests created out of different project templates are merged together has been resolved.
- In Templates and Project Templates, the application no longer allows current Support Rep to be set in the ‘Assign Work’ field when Dispatch is specified as the Folder.
- When a request is moved after it is closed, Closed By date is no longer set to the date it was moved and closed.
- Issue with showing a blurred Asset field with non-clickable hyperlink in the Service Request form is now fixed.

- The issue where non-administrator user was not able to see the first memo in the requests created by the StarWatch service when "Service Request Activity Stream settings" are enabled under 'System Options', is now resolved.

2.2. Data Analytics

- Pipe characters present in Request category name will no longer throw an error when running a chart that include this data.
- Time Stats Discrepancies in Chart and Chart Requests in ServicePRO Azure are now resolved.

2.3. StarWatch Service / System Email Account / User Email Account

- Issue with 'Automatic Email Updates' where Private memos were sent to End users is now resolved.
- User email accounts are now facilitated to connect using exchange modern authentication, in other words, using EWS OAuth 2.0 Authentication. Ref# 784047
- The bogus trace that got added as part of Automatic email updates trace whenever a user listed in CC List updates the service request, is now resolved.
- When StarWatch service throws a 'The remote server returned an error: (401) Unauthorized' error, the StarWatch logs will provide more specific information in the error details.
- Issue where System Email Account "disappears" from the listing is now resolved.
- Send Email option under service request was throwing errors due to different time zones and language settings is now resolved.

2.4. ServicePRO Web

- Floating License user sessions window is now displayed when available number of floating licenses are used up.
- End user Manager is now able search requests using the search bar in "All Requests" list.

2.5. Rule Service

- ServicePRO Database no longer depends on 'servicepro.sql.timezone' assembly in SQL server version 2016 and later versions.
- All references to tblDBBackup and tblbackuphistory are now removed from Rule Service error logs.

2.6. Miscellaneous

- Alerts view is now accessible regardless if there are any alerts or not. In addition, the same fix has been introduced to all the top notification icons, including 'In Dispatch', Quick messages and Reminders.

- ServicePRO crashing due to a Faulting module, 'clr.dll', 'ICSharpCode.SharpZipLib.Zip.Compression.InflaterHuffmanTree.GetSymbol' has now been resolved.
- When user has support rep role assigned to a specific folder and 'Move from' Role with 'Allow Entire Subtree' is granted from the Root level, the Support rep can see the entire folder Hierarchy structure in their 'My Workspace' view. Therefore, the System Option 'My Workspace View - Modified Behavior' is added where ServicePRO administrators can enable or disable the option for the user to see 'My Workspace' view the same as 'In Queue' view.
- When a new service request is created using ServicePRO API, the automatic notification settings in the request was always set to be disabled. This issue is now fixed by allowing to set the 'Notification Type' setting value in the API parameter.

Notification type values:

- **0** - Notification will be set according to the setting in "Update Via Email" option under "Email" tab in User Options for the requester. This is the default setting.
- **32768** – To send Current Memo updates in Notification to the requester.
- **16384** - To send Entire Request History in Notification to the requester.