

alemba
SERVICE MANAGER



ASM Core v10.0
ReleaseNotes
Version 1.11



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About this guide

These release notes contain instruction and information on the features and upgrades that are incorporated in the current release of ASM Core. ASM Core was previously known as vFire Core.

Intended Audience

This guide is written for the analysts and system administrators responsible for the upgrade and maintenance of ASM Core.

Copyright

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Standards and Conventions

The following standards and conventions are used throughout the document:

| | |
|---|--|
|  | Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box. |
|  | Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box. |
|  | Warnings. These are also highlighted in a shaded box. |
|  | Examples. These are also highlighted in a shaded box. |
| Field name | Fields are highlighted in bold text. |



Version Details

The table below contains version details for this document.

| Version No. | Date | Details |
|-------------|----------------|--|
| 1.0 | 1 April 2019 | These release notes document new features and changes in the ASM v10 release. |
| 1.1 | 12 April 2019 | These release notes document new features and changes in the ASM v10.0.2 Maintenance Release. |
| 1.2 | 3 May 2019 | These release notes document new features and changes in the ASM v10.0.3 Maintenance Release. |
| 1.3 | 21 May 2019 | These release notes document new features and changes in the ASM v10.0.4 Maintenance Release. |
| 1.4 | 30 May 2019 | These release notes document new features and changes in the ASM v10.0.5 Maintenance Release. |
| 1.5 | 6 June 2019 | Updated the Formatting and editing text section (see page 11) with changes to toolbars. |
| 1.6 | 20 June 2019 | These release notes document new features and changes in the ASM v10.0.6 Maintenance Release. |
| 1.7 | 26 June 2019 | These release notes document new features and changes in the ASM v10.0.7 Maintenance Release. |
| 1.8 | 12 July 2019 | These release notes document new features and changes in the ASM v10.0.8 Maintenance Release. |
| 1.9 | 26 July 2019 | These release notes document new features and changes in the ASM v10.0.9 Maintenance Release. |
| 1.10 | 5 August 2019 | These release notes document new features and changes in the ASM v10.0.10 Maintenance Release. |
| 1.11 | 15 August 2019 | These release notes document new features and changes in the ASM v10.0.11 Maintenance Release. |



Introducing ASM v10

This release contains new feature functionality for:

- ASM Core

Installation

For installation instructions, please see the following publication:

- [ASM v10.0 Prerequisites and Installation Guide](#)

Replicated Databases

If you replicate the database, you must apply any database schema changes and new indexes to all databases.

Major and minor release conventions

Alemba® uses the following conventions for each release:

- Major release: denoted by a two-digit number, for example 10.3
These contain feature changes and bug fixes
- Minor release: denoted by a three-digit number, for example 10.3.5
These contain maintenance fixes to the major release

Release Notes are created for each major release, and the document is subsequently updated with the minor release changes.



New Features and Changes in Alemba Service Manager™ v10.0

New features and improvements are being introduced all the time to make your system better, faster and easier to use.

The key new features in this release include:

- **Product rebranding.** Alemba® has changed the look and feel of the vFire Core product. vFire is now Alemba Service Manager™. The logo is different:



- **Changing from an MS Internet Explorer and Active X controls dependent product to a browser-independent product.**

Alemba Service Manager™ now runs in Chrome without the need for browser plugins. You can use the in-built browser functionality to perform searches (using CTRL-F) as well as configure your browser settings and so on. For the most part, you will continue to use ASM in the same way as vFire, using the same core principals. While every effort has been taken to match existing vFire functionality in ASM, this is not always possible across browsers. The following features have been updated to suit the new technology:

- **Search fields.** Formally known as Q/D fields, search fields enable you to search for items. For more information, see [page 8](#).
- **Working with browse tables.** Some functionality has changed slightly when you work with browse tables, including:
 - How you filter columns
 - The available options in the right-click menu. There is no longer an **Open in Excel** option. Instead, select **Export**, then select **Excel**. The file is downloaded to your **Downloads** folder.

For more information, see [page 9](#).

- **Quick launch.** This feature launches URLs only.
- **The HTML editor.** This feature has changed slightly. For more information, see [page 11](#).
- **Date/Time field.** This field is slightly different. Either type a new date or select  to display a calendar and select a date. You can also type a time, or select  to select a time.
- **Dictionary.** We now use a global dictionary, which enables you to define common words specific to your business.
- **Nano Search Field Settings.** Renamed to **Analyst Search Field Settings**. Both ASM Core and Nano use these settings. You now configure them in the System Administration **System** group.



- **Service Portal Search Field Settings.** Renamed to **User Search Field Settings.** You now configure them in the System Administration **System** group.
- **The vFire Officer & Portal app.** This feature is no longer available for new customers using version 10.
- **User Interface Styling in ASM.** As part of the ASM rebranding, we are continuing to enhance the user interface in ASM Core.



The styling changes will affect screen and icon displays across ASM Core. Some screenshots in the documentation may differ from the product as a result, although the functionality remains the same.

- **Documentation changes.** Documentation changes are ongoing. A local help is no longer provided. Instead, context-sensitive help links will initiate a search in the online help, based on the subject matter of the screen.

The **Online Help** has changed for version 10, along with the following manuals:

- **Prerequisites and Installation Guide**
- **Server Console Guide**
- **Rapid Start Guide**



Using the search function

You can search fields such as User, Organization, Configuration Item, Service or Location.

Unpopulated search fields have a  alongside them. After a search field is populated,  changes to . Select  to clear the value.

You can search for a value/entity in the following ways:

| | |
|---|--|
| If you want to see all entries | Ensure your cursor is inside the field, then press Enter, or type % A drop-down list appears, displaying all matching entities. If only one matching value is found, it automatically populates the field. |
| If you know part of the name of the entity | As you type the first few letters of the entity name, a drop-down list appears, displaying all matching entities. |
| If you know a related field value | Search the field and select the item from the search results. The related field results change according to your selection. For example, if you select a User, you can set up related fields to automatically populate their organization and location. |



Configuring search results

Search results are usually displayed in a browse table.

Filtering items in a column

Use filtering on single or multiple columns to narrow down the number of items displayed in the browse table.

 For example, you can filter an analyst's outstanding calls by specific type, such as Hardware.

To filter the items in a column:

1. Select  alongside a column title to view all the values for that field.

 The **Select All** option is selected by default so that all records are displayed.

2. If required, clear **Select All**, then select one or more of the listed values instead.
3. If required, use the **Search** box to search for listed items that begin with the typed value.
4. If required, select **Text Filters** or **Number Filters** for custom filtering.

For more information about custom filtering, see [page 9](#).

The browse table refreshes to display only those items that match your filter. The filter icon turns blue to indicate that a filter is in use .

5. Repeat to filter on additional columns.
6. To remove the filtering and revert to the original view, select  alongside the column title, then select **Clear Filter**.

 Filters are lost when you close the window.

Text and Number Filters

To set a custom filter for your selected column:

1. On the **Custom Filter** window, select your filtering option from the drop-down list, then type the required value.
2. If required, select **AND** to set a further filter where both specified values must be met.
3. If required, select **OR** to set a further filter where either one or the other specified value must be met.
4. If you selected **AND** or **OR**, specify the second value by choosing a filtering option from the drop-down list and typing a value alongside it.
5. Select **OK** to filter your browse table results.

You can use the following options to customize your column filtering in a browse table:



| Filter | Description |
|------------------------------|--|
| Equal | For both text and numeric fields. Returned results will exactly equal the value entered. |
| Not equal | For both text and numeric fields. Returned results will not exactly match the value entered. |
| Starts with | For text fields only. Returned results will start with the specified value. |
| Ends with | For text fields only. Returned results will end with the specified value. |
| Contains | For text fields only. Returned results contain the search string within them. |
| Less Than | For numeric fields only. Returned results are lower than the specified value. |
| Less Than Or Equal | For numeric fields only. Returned results are equal to and lower than the specified value. |
| Greater Than | For numeric fields only. Returned results are higher than the specified value. |
| Greater Than or Equal | For numeric fields only. Returned results are equal to and higher than the specified value. |
| Between | For numeric fields only. Returned results are between both the specified values. |
| Custom Filters | For both text and numeric fields. You can set up your own filter. |



Formatting and editing text

You can configure the default system formatting as Plain Text or HTML. For more information, see **System Settings** in the Online Help.

 If you are working in Plain Text, you cannot format your text.

 If you upload objects, the object description is in Plain Text, regardless of whether you attach objects to an HTML knowledge entry or Bulletin Board item. While you enter Plain Text into various knowledge entry template fields, such as the question, synopsis, and answer fields, ASM Core displays these according to the settings you applied in ASM Designer.

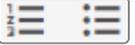
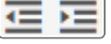
 You can use the standard keyboard shortcuts that your browser supports.

Using the HTML formatting toolbar

If you are working in HTML format, a formatting toolbar appears above the text editor.

If required, select  to expand the text editor size.

The following buttons are available on the formatting toolbar. Select  (right-side of toolbar) to see all formatting options.

| Button(s) | Action |
|---|--|
|  | Change font and/or font size of selected text. Select  to see more options. |
|  | Change selected text appearance to Bold , <i>italic</i> and/or <u>underline</u> . |
|  | Left, center, right align or fully justify the current paragraph. Select  to see all options. |
|  | Highlight the selected text. Select  to see more colors. |
|  | Change the selected text color. Select  to see more colors. |
|  | Insert or remove numbers or bullets against the selected paragraph. |
|  | Decrease or increase the paragraph indent. If numbering or bullets are applied, adjusts multi-level numbering or bullets. |
|  | Insert a table. For a small table, use the quick editor to highlight and select the number of columns and rows you want. |



| Button(s) | Action |
|---|---|
| | <p>For a larger table, select Insert Table, then adjust the number of columns and rows, then select Insert.</p> <p>For information about changing the table layout, see page 13.</p> <p> You can copy and paste formatted tables between Microsoft Word and the HTML Editor, although you may lose some formatting in the process. See page 14 for more information.</p> |
|  | <p>Convert the selected text into a hyperlink. See page 14 for more information.</p> |
|  | <p>Insert an image into the text editor. Either drag the file into the Insert Image window, or select Browse to find the image, then select Insert. You define the maximum image size in System Settings.</p> <p> You can copy and paste an image directly into the text editor. Alternatively, you can select and drag an image directly into the text editor.</p> <p> You can delete an image by selecting it and then selecting the Delete key on your keyboard.</p> |
|  | <p>Remove all formatting on the selected text.</p> |



Formatting a table

Right-click a table to format it.

| Button(s) | Action |
|-----------|---|
| | Insert a header row. The text is bold and centered. You can realign the text using the HTML formatting toolbar. |
| | Insert a row above or below the current row, or delete the current row. |
| | Insert a column before or after the current column, or delete the current column. |
| | Fill the current cell with the selected color. |
| | Delete the entire table. |
| | Change the horizontal alignment of the current cell. |
| | Change the vertical alignment of the current cell. |
| | Toggle dashed borders and alternate line shading on or off. |

Inserting and editing a hyperlink

You can insert hyperlinks into the text editor that point to external websites.

To insert a new hyperlink:

1. Select the text you want to set as a hyperlink, then select to open the **Insert Link** window.
2. In the **Web Address** field, type the relevant URL.
3. If required, adjust the **Display Text**.
4. In the **Title** field, type a tooltip.
5. Select **OK** to insert the hyperlink.



To edit an existing hyperlink:

- Right-click an existing hyperlink to edit it.

| Button(s) | Action |
|-----------|---|
| | Open the linked website. |
| | Edit the hyperlink web address, display text or title. Select Update to save your changes. |
| | Delete the hyperlink. The link is removed without deleting the display text. |

Copying and pasting items to or from the text editor

If you copy and paste information to or from the text editor:

- You may lose some information, including scripts, objects, applets, absolute positioning, and input elements.
- Some formatting may not persist.
- Microsoft Word diagrams and charts are converted into images in the text editor, and you cannot edit them within the text editor.

Editing images within the text editor

After you have inserted an image into the text editor, right-click the image to see the shortcut menu with the following options:

| Button(s) | Action |
|-----------|--|
| | Replace the image. Either drag an image into the Edit Image window, or select Browse to find the image. Select Update to replace the image. |
| | Change the alignment |
| | Insert a caption |
| | Delete the image |
| | Insert a hyperlink |
| | Display the image inline or on its own |
| | Display a tooltip when you mouse over the image. Type the alternative text, then select Update . |
| | Change the image size manually to a specific pixel size. Type in new |



| Button(s) | Action |
|-----------|--|
| | values or use the arrows to increase or decrease the width and height values as required, then select Update . Alternatively, select and drag the image corner handles, which will maintain the image aspect ratio. |



In the Online Help

The online help is currently in development, and will change over time.

April 2019

This release of the online documentation contains the following new and updated material:

- vFire rebranded to ASM. The online help and pdfs have been updated to reflect the new names, functions and style changes introduced with v10. You can access previous versions of the documentation online.
- Prerequisites and installation information revamped.



Further Information

Product Information and Online Support

For information about Alemba® products, licensing and services, visit www.alemba.com.

For release notes and software updates, see www.alemba.help.

For product documentation, training materials and videos, see www.alemba.help/help.



You may need to register to access some of these details.

Technical Support

For technical support, visit: www.alemba.com and select the **ASM support** link. You will need to log in to the Alemba® Self Service Portal to contact the Alemba® Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.