vFire 9.6

Release Notes

Version 1.8
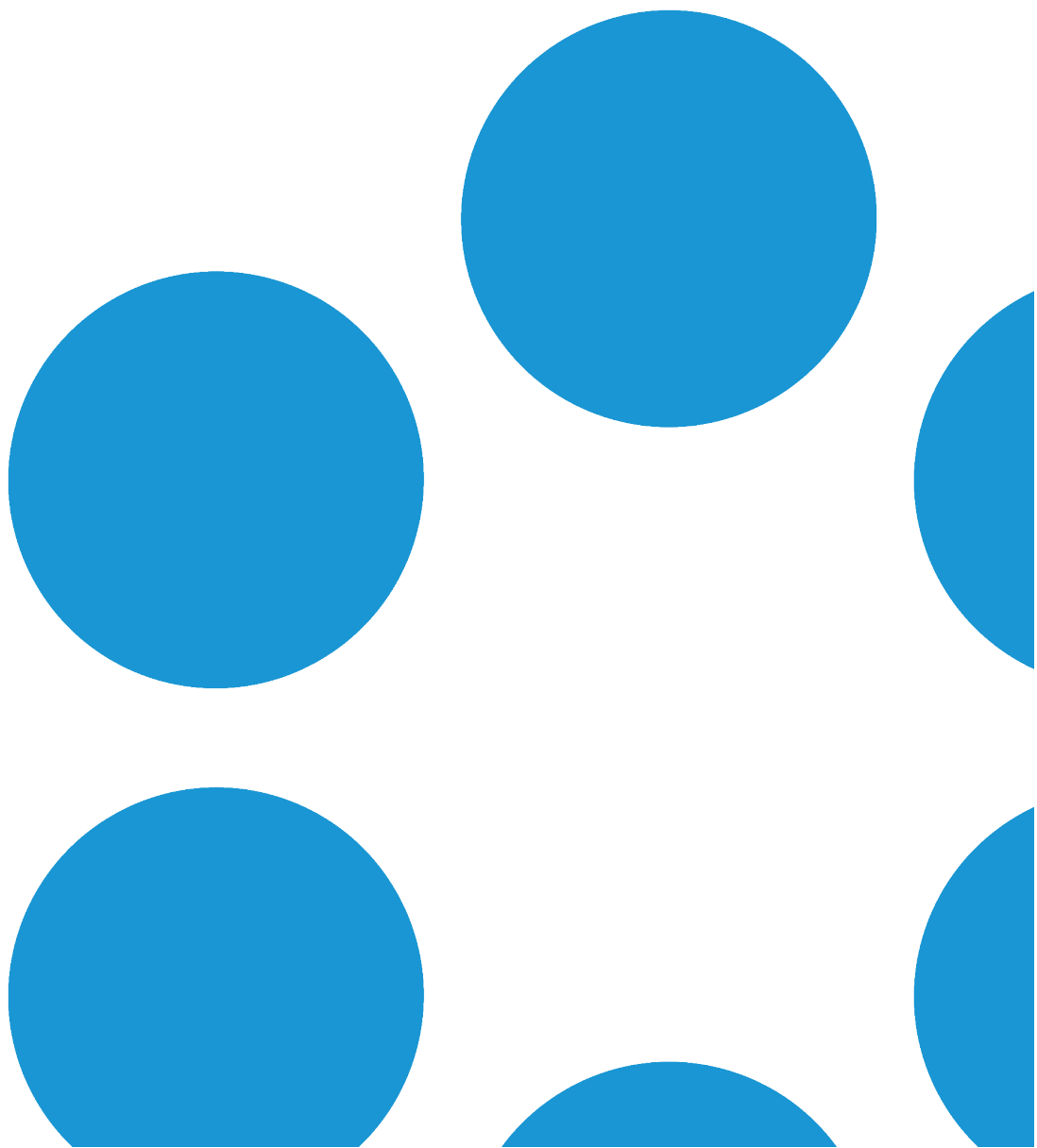
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Version Details for vFire 9.6 Release Notes

The table below contains version details for this document.

Version No.	Date	Details
1.0	7 September 2016	These release notes document new features and changes in the vFire 9.6.0 release.
1.1	7 October 2016	Updated to reflect the fixes introduced in version 9.6.1.
1.2	3 November 2016	Updated to reflect the fixes introduced in version 9.6.2.
1.3	25 January 2017	Updated to include a list of any fixes which were introduced in earlier releases of the software but are not included in 9.6. See page 32 for more details.
1.4	13 February 2017	Updated to reflect the fixes introduced in version 9.6.3.
1.5	24 February 2017	Updated to reflect the fixes introduced in version 9.6.4.
1.6	23 March 2017	Updated to reflect the fixes introduced in version 9.6.5.
1.7	31 March 2017	Updated to include an additional fix that was introduced in 9.6.4.
1.8	23 May 2017	Updated to reflect the changes to compatibility between vFire Core and Officer & Portal, as described in the Introduction.

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About this Document

These release notes contain instruction and information on the features and upgrades which are incorporated in the current release of vFire Core and vFire Officer & Portal. vFire Core was previously known as VMware Service Manager.

Intended Audience

This document is written for analysts and system administrators who are responsible for the upgrade and maintenance of vFire Core and vFire Officer & Portal.

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.
	Cross references to additional information, such as instruction, which is typically contained within the online help.
Field name	Fields are highlighted in bold text.

Introducing vFire 9.6

Welcome to vFire 9.6 from Alemba. This release contains new feature functionality and fixes to known issues in both vFire Core and vFire Officer & Portal.

Installation

For installation instructions, please see the following publications, the latest versions of which are available on our website:

- **vFire 9.6 Prerequisites Guide**
- **vFire 9.6 Installation and Upgrade Guide**
- **vFire Server Console Guide**

Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.6. Apply the customizations **after** upgrading.

MSI

If you use an MSI for Client Access, you may need to update the MSI package before completing the installation. You can download the MSI package from **www.alemba.help**.

> 🖐 You will need to register to access this download.

Replicated Databases

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

Compatibility between Core and Officer & Portal

If you are running vFire Core 9.6, your version of vFire Officer & Portal must also be 9.6, with a third digit equal to or higher than the 9.6 version of vFire Core.

> 🔵 vFire Officer & Portal 9.6.3 will run on vFire Core 9.6.0, 9.6.1, 9.6.2 and 9.6.3.

Minor Point Releases

These release notes are provided at the release of 9.6.0. However we will also make additional releases to fix issues subsequent to this. These minor releases, versioned with the third digit version number (eg 9.6.1, 9.6.2 etc) will contain fixes to the major release. The release notes will be updated to record these fixes.

New Features and Changes in vFire 9.6

The key new features in this release include:

- **Chat**. Users can now chat online with analysts. Calls are automatically logged when a Chat request is submitted and analysts can link chats to several calls. See page 11 for more details.

  ✋ This feature is only available on SQL systems.

- **Repeat Reminders**. Analysts can configure reminders on calls, requests, and tasks. This will send reminder notifications by email or pager at a specified date and time to themselves or a specified recipient. Reminders can be configured to send one reminder notification, or to repeatedly send notifications at specified intervals for a specified number of repeats. Single Reminders are configurable on the Defer, Forward Internal, and Forward External screens of active/submitted calls, requests, and tasks. Repeat Reminders are configurable for active calls, requests, and tasks, and also from call templates, workflow templates, and tasks in workflow templates. See page 17 for more details.

  ✋ This feature is only available on SQL systems.

  📝 If you are upgrading from an earlier version of vFire and are currently using Reminder columns or search criteria, you will need to remove them and add them again after upgrade. See the **Installation Guide** for more details.

- **Approval Summary**. A summary of all approval tasks is now visible on vFire Self Service for those users with permissions to view it. See page 19 for more details.

- **Single Sign-On**. vFire Core Analysts and Users typically need access to a large number of internally and externally hosted (Cloud) applications, each requiring usernames and passwords. vFire Core can be configured for Single Sign-On (SSO) using Security Assertion Markup Language (SAML), providing a secure mechanism for sharing identities and therefore removing the need to maintain a separate user profile for vFire Core. See About Single Sign-On using the SAML based Connector for more details. You can also view or download the **Technical Guide**.

  ✋ This feature is only available on SQL systems.

Minor Features

The following features have also been introduced in this release.

You can now...	Description	SD/Ref number
Configure the appearance of the service catalog tiles in the vFire Self Service portal	You can now change the width, title font size and color, and tile description font size and color of the tiles that display service catalog items in the vFire Self Service portal. Display the **Designer** window, select the **Skins** tab, and choose the **Service Catalog Tiles** option from the **Global Styles** list in the search pane.	(10734)
Change the color of the counts widgets on the vFire Self Service home screen	Display the **Designer** window, select the **Skins** tab, and choose the **Counts Widget** option from the **Global Styles** list in the search pane. Then select the background color for your incidents, requests, approvals, CIs, contract incidents, contract tasks, company incidents and company tasks.	(10736)
Select the font, font size and font color for counts widgets in the vFire Self Service portal	Display the **Designer** window, select the **Skins** tab, and choose the **Counts Widgets** option from the **Global Styles** list in the search pane.	(11035)
Change the background color of your vFire Self Service portal screen	You can now change the color of the background in the vFire Self Service portal. Display the **Designer** window, select the **Skins** tab, and choose **Page background Color** from the list in the search pane.	(10954)
Adjust the height of the banner, and the padding for the logo image in the vFire Self Service portal	You can now adjust the height of the banner in the vFire Self Service portal, and make the padding (or spacing) above and below the logo image. Display the **Designer** window, select the **Skins** tab, and choose the **Page Header** option from the list in the search pane.	(11036)

You can now...	Description	SD/Ref number
Extend your vFire Core session when you are approaching timeout	When you are approaching the timeout set by your system administrator, the warning window now gives you the option to extend your session. If no reply is given, the session will time out as normal. If you extend the session, the timeout period will start again.	**20007, 20685, 16217** (11025)
Configure the browse button color in vFire Self Service portal	You can now change the color of the browse button in the same way as you configure the colors of other buttons in the vFire Self Service portal. Display the **Designer** window, select the **Skins** tab, and choose the **Buttons** style from the list in the search pane. Then select the required color as normal.	**21147** (11082)
Amend the web page title	The web page title is now configurable from within system administration. Select **Self Service Portal Systems** and then define the page title you want in the **Display Name** column.	**21276** (11084)
See an updated message if there are no matching service actions/bundles in the service catalog	In vFire Self Service, when you run a search for specified service actions or service bundles, and none are found matching the criteria, the message has been updated to read "There are no items defined in this category." This is more helpful and informative than the previous message.	**21291** (11085)
Upload multiple files from the vFire Self Service portal	You can now upload more than one file attachment when logging calls, requests and so on in vFire Self Service. When you select the Browse button, you can select several files, which are displayed in a list for you to review if necessary. 🖐 This feature is only available on SQL systems.	(11309)

About Chat

Chat was introduced in vFire 9.6. It allows users to carry out a real time "chat" online with analysts. Calls are automatically logged when a Chat request is submitted and analysts can link chats to several calls.

Chat is only available for SQL installations. It is not available for systems using Oracle.

Setting Up Chat

To set up your system for Chat, carry out the following steps:

- Ensure that your system meets the necessary prerequisites and has all of the required settings as part of the installation/upgrade.

- For each partition, in the Self Service Portal Settings (Partitioned) window:
    - **Enable Chat**.
    - **Link a call template** to the chat.
    - **Assign analysts** to chat.

- Give analysts "chat analyst" permissions in their IPK Management security role.

- Give users "chat user" permissions in their Self Service security role.

- Assign a chat name and image to the analyst and user in their Person Details if you wish.

If you are setting up Chat to work between multiple web servers, you need to edit the
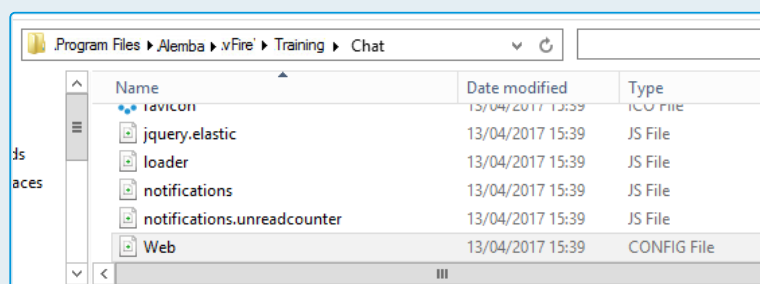
Chat web.config.   There are currently two methods of scaling out chat across multiple servers:

- If you have a Microsoft Azure subscription, you can use Azure, inserting the values provided by Microsoft into the Service bus scale out support lines of code -
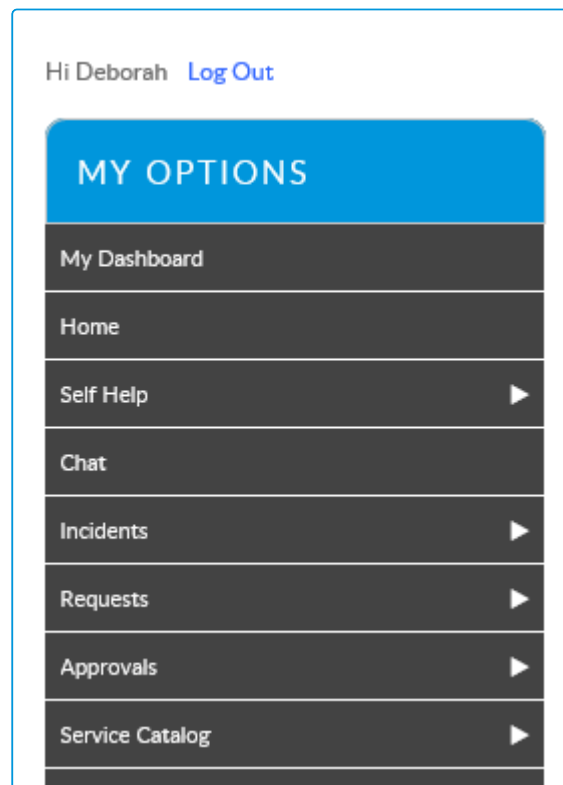
```
<!-- Service bus scale out support -->
<add key="chat:serviceBusConnectionString" value="" />
<add key="chat:serviceBusTopicPrefix" value="" />
```

- Alternatively, you can use SQL Server to scale out.

Chat for Users

Users must have **Chat User** selected in the Options tab of their **Self Service Portal role**.

1. Once users have chat user permissions, they can see the **Chat** option in their Self Service My Options menu. If there is an analyst available, the item will appear as

Hi Deborah Log Out

MY OPTIONS

My Dashboard

Home

Self Help ▶

Chat

Incidents ▶

Requests ▶

Approvals ▶

Service Catalog ▶

simply Chat -   . If there are no analysts available, either because they are offline or dealing with other users, the option title
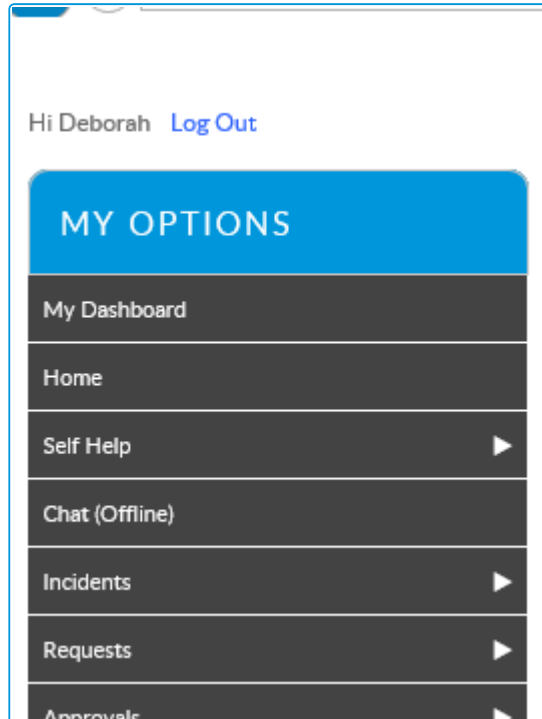
will reflect the status - .

2. When the user selects the option, the **Chat Request** window is displayed.
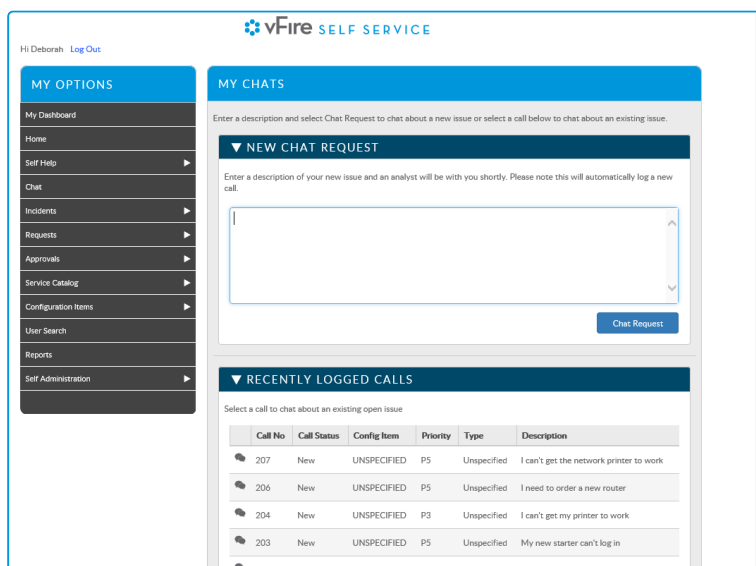
(If it selected when there are no analysts available, the **Description** field is grayed out.)

3. The user completes the description and selects Chat Request .

4. This logs a call, which is displayed on the user's screen, and opens a Chat window showing the status of the chat, the number of available analysts and the user's place in any queue. This is updated as the status changes.

5. When the chat session is accepted by an analyst, the chat begins. Users and analysts can key into a chat box at the bottom of the chat window, sending it by either pressing Enter or selecting Send .

6. The icons at the top of the chat window indicate the status of the chat. Typically, there will be a green dot, a minimize and a close icon. When the analyst is typing, the green dot icon will display a small speech bubble - .

7. Users can end the chat by closing the window. The details of the call logged as a result of the chat is displayed on the screen, and when the user selects the Chat option again, they can see the call in the list of **Recently Logged Calls**.
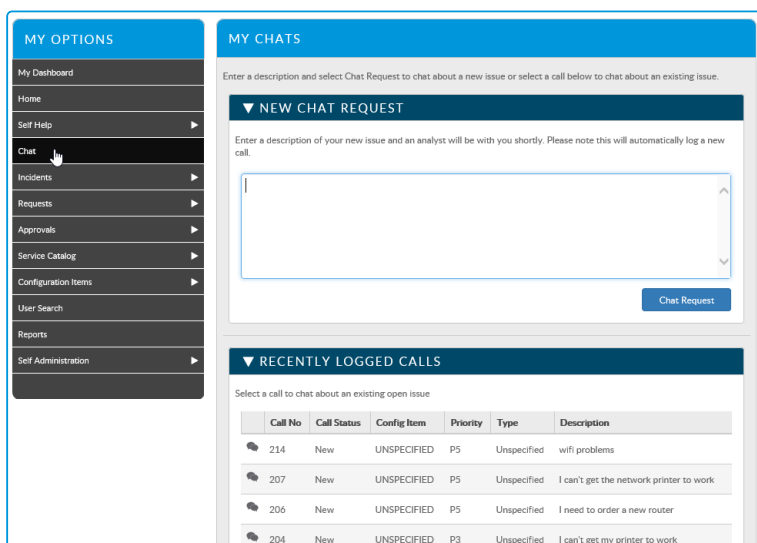
Chat for Analysts

✋ Before you start

Analysts must:

- have **Chat Analyst** permission selected in the Options tab of their **IPK Management security role**

- be listed as a **Chat Analyst** for the partition in the Self Service Portal Settings (Partitioned) window

- have the option to **Prompt to Save on Close** selected

1. When you have Chat permissions, you see a drop down availability box in your
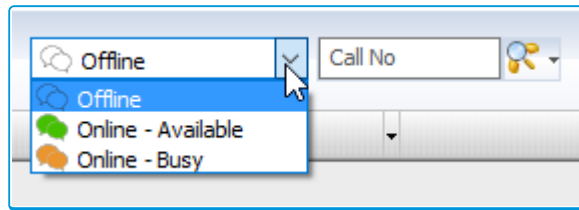
    banner. You can choose to make
    yourself **Online - Available**, at which point the **Chat Queue** window is displayed.
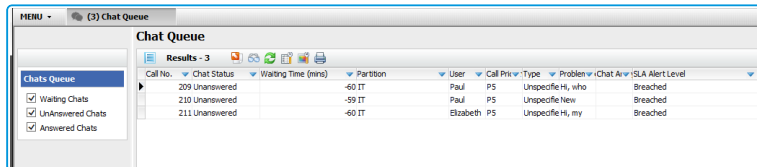
2. Then you can view all waiting, unanswered and answered chats before selecting a "waiting" one to answer.

    > Selecting an "answered" or "unanswered" chat will display the associated call details.

3. Once you accept the chat, the **Chat** window opens on screen, and you can chat in real time with the user.

    > Once you pick up a call and the call details window is displayed, close the first call back to ensure that the SLA records the contact with the user.

4. You can also use a pop up menu to search for other calls logged by the user, link calls, view linked calls, and log further calls against the chat if several issues emerge.
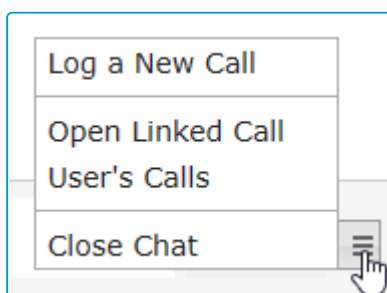
5. You can end the chat by closing the window or selecting **Close Chat** from the pop up menu.

6. Make yourself **Online - Available** when you are ready to take your next call.

The chat is recorded in the call's history. This includes the chat start and end times, the contents of the chat, and a link in vFire Core that reopens the chat in the Chat window.

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About Reminders

In vFire Core, Analysts can configure reminders on calls, requests, and tasks to send reminder notifications by email or pager at a specified date and time to themselves or a specified recipient. Reminders can be configured to send one reminder notification, or to repeatedly send notifications at specified intervals for a specified number of repeats.

> Reminders cannot be configured on automated tasks.
> Repeat Reminders are only available on SQL systems.

Single Reminders are configured on the Defer, Forward Internal, and Forward External screens of calls, active tasks, and submitted requests. The Analyst who sets the reminder (the Current Analyst of the call, request, or task) receives the reminder notification by email.

Repeat Reminders are configured in the Repeat Reminders window which is accessed from the Explorer Menu of active calls, requests, and tasks, and also from call templates, workflow templates, and tasks in workflow templates. Repeat Reminders can be configured to send one or more reminders to one or multiple recipients by pager or email.

Single Reminder
An Analyst configures a reminder on a call while deferring it, to remind themselves to contact the User who logged the call. At the defined time, the Analyst receives a reminder email.

Repeat Reminder
A User Approval Task in a workflow template is configured with a repeating reminder sent to the recipient of the task. Each request created from that workflow template will contain the User Approval with its configured repeating reminder. The recipient of the User Approval Task will receive email reminders until they complete the task or until the defined number of repeats is reached.

> Reminders can trigger a Stored Procedure. This may be useful if you want to close a call or task after the last reminder is generated. Contact your local Alemba Account Manager to discuss a Professional Services engagement to create one tailored for your business needs.

Learn more about Configuring Reminders

Advisory for upgrades from vFire Core versions lower than 9.6.0

Analysts who had added Reminder columns and search fields to their Search and Outstanding windows in vFire Core 9.5 and below, may observe incorrect data or behavior after upgrading to vFire Core 9.6.0 or above.

After upgrade, analysts must remove and re-add Reminder columns and search fields to their Search and Outstanding windows. This is only necessary for analysts who, pre-upgrade, had added Reminder columns and search fields to their Search and Outstanding windows.

Viewing an Approval Summary

From 9.6.0, users with the correct permissions can view a summary of all outstanding approval tasks, and action them if appropriate.

✋ Before you start

Users must have **Approval Summary** selected in their Self Service Portal role.

1. Select **Requests** and then **Review Past/Current Requests**.
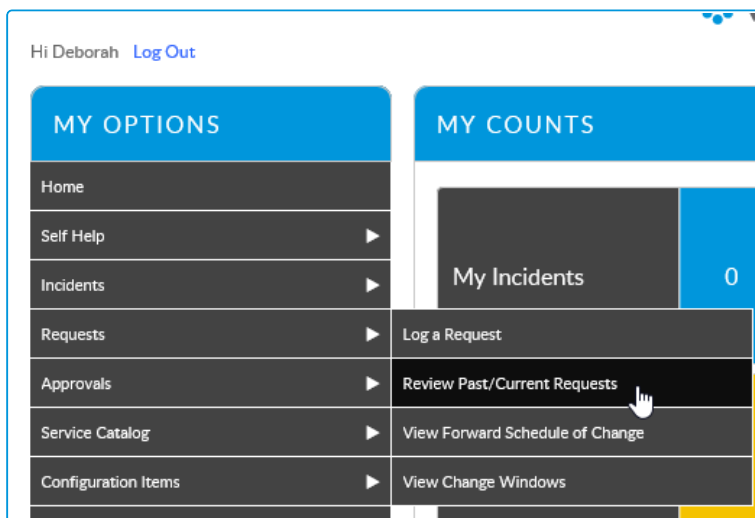
2. Specify the search criteria and select **Search**.

3. The **Request Summary** will show an additional widget for **Outstanding Approvals Summary**. This will show all the **Approval Tasks** and **User Approval Tasks** for the search results. The grid displays the service order number, and the request number.

Icons indicate the nature of the approval -

◆   Approval

♟   User Approval

And the status of the approval -

✔   Approved

✖   Rejected

🕐   Open/awaiting approval

⏸   Not yet active

✖   Closed - redundant

4. If you can action the task, Action buttons will be available. Select a task to action it.

Changes to Supported Platforms in vFire Core 9.6

This section outlines changes to supported versions of third party platforms.

> To find out more about the implications for installation and upgrades, refer to the relevant guides.

Platform Support Added

No further platform support has been added in this release.

Platform Support Removed

All platforms supported in previous releases continue to be supported.

Issues Fixed in vFire 9.6

This release contains the following issue fixes in vFire Core and vFire Officer & Portal. The vFire Officer & Portal issues are listed at the bottom of the table.

> These release notes are provided at the release of 9.6.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.6.1, 9.6.2 etc). Fixes which have been put into these minor point releases will be distributed in a separate list of fixes . These should be considered in addition to these release notes.

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
27016 (12827)	CMDB	The system was failing to populate the data in the specified Request or Task field, when the 'Add to Request Field' option was ticked when creating an item. This resulted in Messaging Tasks being unable to select newly created Users or Analysts for outbound emails. This has now been fixed; the correct data is populated and the outbound emails are now sent as required to any new Users or Analysts. This fix was first introduced in 9.5.3, and will appear in the base release for 9.8.0.	vFire Core 9.6.5

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
23838 (12035)	Reporting	vFire Core was not counting actions completed from within vFire Officer, and incorrect values were displayed on the report. vFire Core has been fixed so that the action is now counted and is correctly reflected in the relevant report. This fix will appear in the base release for 9.8.0. For this fix to be picked up in vFire Officer, you must install/upgrade to vFire Officer 9.6.5.	vFire Core 9.6.5
26112 (12770)	Designer	Fields in message templates could not be moved or repositioned. This has now been fixed.	vFire Core 9.6.4
22462 (n/a)	Self Service Portal	Analysts were unable to view calls/requests logged in the Self Service portal as service actions. The calls were listed in the call search but a security error was displayed when attempting to open them. This was an error relating to partitioning, and has now been resolved.	vFire Core 9.6.4
n/a (12748)	Upgrade	The IN_IS_WORDS upgrade scripts were taking quite a long time to run for large IN_IS_WORDS tables. The upgrade scripts for IN_IS_WORDS table have been included in the pre-upgrade process to help reduce the upgrade time when the table is very large. This will be introduced as a base fix in 9.8.	vFire Core 9.6.3

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
25231 (12717)	Self Service Portal	An error was preventing the conditional mandatory working with date fields in vFire Self Service. This has been fixed and the rules are functioning correctly with date fields. This will be introduced as a base fix in 9.8.	vFire Core 9.6.3
24383 (12373)	Self Service Portal	Hiding a section in vFire Self Service left a line on the screen. This has now been fixed, there is no line and the entire section is hidden as expected. This will be introduced as a base fix in 9.8.	vFire Core 9.6.3
24384 (12374)	Designer	Hiding a Grid Layout hides all other fields in the section. This has now been fixed and only the Grid Layout is hidden; all other fields are unaffected. This will be introduced as a base fix in 9.8.	vFire Core 9.6.3
23791 (11968)	Chat	When adding 'Chat' to the My Options menu as a child of another item you were unable to see the options that should 'pop out' when clicking on Chat. This has been fixed and now all options are visible.	vFire Core 9.6.2
23815 (11963)	Upgrade	The Terminology Change in 9.4 incorrectly retained some data values. These have now been rectified.	vFire Core 9.6.2

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
23823 (11971)	Requests	When the Attachments field is made mandatory in request submission screen, you were unable to submit the request as the field is always empty - even when attachments are added. The new change in 9.6 to add multiple attachments meant that the Attachments text field in the screen is always empty. This stopped the user from submitting the form as it never satisfies the REQUIRED validation. This has been fixed and you can now submit the form under these circumstances.	vFire Core 9.6.2
22244 (11042)	vFire Self Service	The description in the Service Catalog tiles did not display if the font size was set to default or above. This has now been fixed and the description is visible for all font sizes up to the truncated value.	vFire Core 9.6.1
22364 (11208)	vFire Self Service	Checkboxes were missing in the Order windows for optional items in service bundles. This has now been fixed.	vFire Core 9.6.1
23361 (11677)	Chat	The system required completion of a hidden "user ref" field in order to log a call. This has now been fixed.	vFire Core 9.6.1
23723 (11744)	vFire Self Service	The background color for the item count tile was not inheriting the menu color. This has now been fixed.	vFire Core 9.6.1
n/a (11178)	Chat	An unpinned Chat window was not minimizing as expected after hovering over it and then clicking away. This has now been fixed.	vFire Core 9.6.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (11191)	Chat	In the very unlikely event of two analysts picking up the same Chat, the (system perceived) second analyst will receive a message that the Chat is already in progress, and be advised to leave the chat.	vFire Core 9.6.1
n/a (11196)	Chat	If an analyst minimized the Chat window during a chat, it would stay minimized, even if the user sent a chat message. This has now been fixed, and the chat window will automatically redisplay on receipt of a message.	vFire Core 9.6.1
n/a (11302)	Chat	Users who only had access to a single partition were presented with a multi level menu. This has now been fixed and users with access to a single partition will only see a single menu option.	vFire Core 9.6.1
n/a (11307)	Chat	The background of the notification, which appears in Core when a new waiting chat is added to the queue, inherited the colors set up for the toolbar (Menu/Options/Colors). This has now been fixed, and the background remains static gray, as per alerts or reminders.	vFire Core 9.6.1
n/a (11314)	Chat	Analysts can now set up and use a single chat queue only when partitioning is enabled but calls are not partitioned.	vFire Core 9.6.1
n/a (11325)	Chat	When the User ended a chat and then refreshed the page, a new chat was initiated for the same call. This has now been fixed.	vFire Core 9.6.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (11326)	Chat	The instructive text on the My Chats page was unclear, regarding selecting the *icon* to chat about an existing issue. This has now been reworded for clarity.	vFire Core 9.6.1
n/a (11337)	Chat	Chat messages were linking to the wrong call when multiple unsaved calls were opened during a chat. Analysts can no longer open a call in a Chat if there is already an unsaved call linked to the chat.	vFire Core 9.6.1
n/a (11338)	Chat	If connectivity was lost or vFire Core was closed/crashes before a call was saved, the messages linked to the call were lost. This has now been fixed, and the system behaves as if the call was canceled by the analyst.	vFire Core 9.6.1
n/a (11340)	Chat	If the user ends a chat and immediately logs out, the analyst received the error "random-16-digit-number is closed." with a red background. This has now been fixed.	vFire Core 9.6.1
n/a (11610)	Chat	A new call source named 'Chat' has been added, and any new calls logged by Chat will have this as their source.	vFire Core 9.6.1
n/a (9960)	Install & Upgrade	If the screens pre-upgrade was run more than once, it added duplicate HTML code to all modified Request Details screens. This issue occurred in earlier system upgrades also, but has now been resolved.	vFire Core 9.6.0
n/a (10455)	Install & Upgrade (Oracle)	Several event errors were occurring during Oracle 9.5 setup kit install. These have now been resolved.	vFire Core 9.6.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10532)	Survey	Systems upgraded from 9.3 to 9.4 or higher were displaying duplicated forms in Designer, with a default form at the top of the screen, and another exact same form at the bottom. If the screen was configured, a default form appeared at the top of the screen after upgrade, and the custom form at the bottom. This has now been resolved.	vFire Core 9.6.0
n/a (10593)	Terminology	A column title in the messaging task window was labeled "Contact". This has now been correctly labeled "analyst".	vFire Core 9.6.0
n/a (10673)	Search, vFire Self Service	In portal systems that were upgraded from pre-9.3, the linked fields on a submission form were not displaying as read-only in the Self Service portal.	vFire Core 9.6.0
n/a (10695)	Connectors, Workflow	Outbound Action tasks were not processing. This is now resolved.	vFire Core 9.6.0
n/a (10732)	vFire Self Service	A JavaScript error was displayed on the Submission form with linked QD fields, e.g. Organization field linked to Customer QD. This is now resolved.	vFire Core 9.6.0
n/a (10733)	vFire Self Service	When applying fonts above a certain size, and there is the maximum 5 calls displayed, the 'Search Incidents' button is obscured by the tile below. There is now a maximum font size of 16 to avoid this situation.	vFire Core 9.6.0
n/a (10735)	vFire Self Service	A typo in the news widget ("There are no news at this time.") has been rectified.	vFire Core 9.6.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10809)	vFire Self Service, My Options	When the font in the menu heading was increased in size, it was causing an overlap with the sub menu shadow. This is now resolved.	vFire Core 9.6.0
n/a (10999)	IPK/Terminology	The warning message in the IPK Assignment Workflow window used the term "officer". This has been amended to "analyst".	vFire Core 9.6.0
n/a (11017)	Install & Upgrade	If the Physical path in the virtual directory in advanced settings within IIS contains a trailing slash then the chat directory created contained two slashes which prevented Chat from working. eg C:\Program Files (x86)\VMware\Service Manager\VSM\\Chat. This is now resolved and can be handled by the upgrade.	vFire Core 9.6.0
n/a (11094)	vFire Self Service	The search button on the approval summary screen did not take the color defined in the skin for buttons. This has now been fixed.	vFire Core 9.6.0
14950, 14981 (6422, 7223)	Integration Platform	AD integration was taking a long time. This process has now been optimized to run more efficiently.	vFire Core 9.6.0
15536 (6651)	Workflow	Emails were being sent to linked requests whenever a task was closed or reopened, generating unnecessary and occasionally misleading emails. This functionality has been removed.	vFire Core 9.6.0
20833 (11081)	Email	When logging a request from the vFire Self Service portal using a request submission form, the request forward to group email was not being sent to the group assigned on the workflow template, despite all necessary settings being in place. This is now working as expected.	vFire Core 9.6.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
21324 (10709)	Designer	HTML editor disappeared from the screen when first being dragged onto the screen by the user. This is now resolved.	vFire Core 9.6.0
21325 (10710)	Designer	When the HTML editor was dragged above or below a field already on the form, it disappeared. This is now resolved.	vFire Core 9.6.0
21326 (10711)	Designer	When a size attribute was assigned to the HTML editor prior to adding text, it contracted and could not be edited. This is now resolved.	vFire Core 9.6.0
21328 (10713)	Designer	When an image was added to the HTML editor and size set to medium, even medium or small fields could not be added into the columns next to the image. Any added fields would display either above or below the image. This is now resolved.	vFire Core 9.6.0
21410 (10698)	Install & Upgrade (Oracle)	When upgrading from 9.0.10 to 9.4, an error was generated with the following sql: UPDATE CL_CALL_LOGGING A SET A.SURVEY_REF = NVL,0) and multiple rows were returned where multiple surveys exist for the same request. The Oracle upgrade has been updated and this is now resolved.	vFire Core 9.6.0
21589 (10796)	Install & Upgrade	9.4.2.2 did not upgrade correctly due to an error in the update of config-patch.xml. This has now been fixed.	vFire Core 9.6.0
21647 (10676)	Search/Chrome	Results from Advanced QD searches and entity searches (Call, Request, CI, etc.) were not visible when running Chrome. This is now resolved.	vFire Core 9.6.0
22244 (11042)	vFire Self Service	The description in the Service Catalog tiles did not display if the font size was set to default or above. This has now been fixed and the description is visible for all font sizes up to the truncated value.	vFire Core 9.6.0

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Known Issues in 9.6

The following fixes were introduced in an earlier release, but are unavailable in 9.6.

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
23431 (11914)	IPK	If comma separation was used for "Decimal Symbol", it was not possible to use vFire Officer/Portal and an error was received when logging a call. This is now fixed. This fix is also part of the 9.7 release. It is not included in 9.6.	vFire Officer & Portal 9.5.2

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Further Information

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Technical Support

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Comments and Feedback

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